Agency Driver Safe System of Work

Introduction

Welcome to Eddie Stobart Logistics PLC. This document has been placed together to remind you of the potential hazards associated with being a Professional Driver, to stipulate Company rules, procedures, to provide you with additional instruction and information and to remind you of your training you may have already received elsewhere.

Eddie Stobart are well known for high standards of appearance and customer service. We are the only transport company to have a fan club of over 9,000 fans, called Spotters, who look out for the different types of Eddie Stobart trucks and the different girl's names on the trucks whilst they are travelling. Please be courteous to them and if they wave and it is safe to do so, please wave back.

Due to the positive reputation and visibility of the Eddie Stobart brand, if our trucks are not well driven or if a driver is seen committing an offence, members of the public often report incidents to our Head Office including video footage. Please drive with courtesy and do not swear or show rude gestures in any way to other road users. Do not smoke or vape in the vehicle at any time. A complaint could lead to you being excluded from all Eddie Stobart sites on a permanent basis.

Wearing PPE

You **MUST** wear the following Personal Protective Equipment (PPE) supplied by your Agency which **MUST** carry the required CE accreditation mark;

- ✓ **Safety Footwear**
- ✓ **Hi-visibility Tabard or Jacket** kept fastened at all times
- ✓ **Gloves**: must be worn during any manual activity outside the cab.
- ✓ **Hard Hat**: must be worn at all times when handling curtains and wherever risk of injury from overhead is present, or where site rules dictate.
- ✓ **Safety Glasses** may be required and must be worn as part of a contract or operation
- ✓ **Keep your PPE clean and serviceable at all times**

Reporting Requirements

When working on a customer or Eddie Stobart Logistics plc site, you must report accidents, incidents and near misses immediately **at the location where the accident occurred** to a manager or supervisor in order that a full investigation can be carried out. **Report it again to a supervisor or manager when you return to your base depot.** Failure to follow this procedure may compromise the investigation and question the validity of the accident, incident or near miss you are reporting.

Complying with Safety Procedures

If you find that you are carrying out a task which you are unsure you must seek guidance from a supervisor or manager immediately Eddie Stobart takes safety extremely seriously. A failure to comply with safety procedures may result in you being excluded from all Eddie Stobart sites on a permanent basis.

Examples of Common Hazards Associated with LGV Driver Work

Examples of common accidents and incidents such as a **Bridge Strike, a Drive Away**, **Dropped Trailers**, **Slips, Trips and Falls whilst walking on Site, Falls getting out of a Cab, Catwalk or Trailer, Manual Handling curtains or loads,** can be avoided by following your training you may have received elsewhere and the information provided in this document and staying focused - not allowing yourself to become distracted. If you do become distracted, re-trace where you are up to in the process and **start again. Do not take shortcuts.** If you need to recheck confirmation regarding an activity, see a supervisor.

Contents

Introduction ……1
Wearing PPE …… 1
Reporting Requirements (with Safety Procedures) …… 1
Examples of Common Hazards Associated with LGV Driver Work ……1
Contents …… 2
Site Activities / Tipping & Loading Information …… 3
Preventing Drive Aways …… 4
Reversing and Slow Manoeuvres …… 4
Trailer Jacks & Trestles …… 5
Preventing Bridge Strikes …… 6
Electronic Devices …… 6
Pre-Use Vehicle Checks & DriveTab Device …… 7
Vehicle Security - Key Points …… 7
Dispensing Fuel & AdBlue …… 8
Mounting and Dismounting LGV Cabs, Trailers & Catwalks …… 9
Loading & Unloading Personal Items …… 9
Working with Trailers (Inc. Mounting & Dismounting) ……10
Trailer Curtains, Posts & Cables ……11
Uncoupling & Coupling ……16 - 18
Split Coupling & Un-Coupling …… 19
Loose Equipment (containers) …… 20
Securing Loads – Wheeled Containers & Trays …… 21
Waste Collection & Electrical Returns Procedure (ERP) …… 22
Supermarket Consolidation Loading & Unloading Light Goods …… 23
Manual Handling …… 27
Supermarket Store Delivery (Inc. Bad Load Reporting) …… 30
Setting Up TCT & TET Trailers for Loose Equipment …… 35
Hand Pallet Trucks (HPT) & Powered Pallet Trucks (PPT) …… 38 – 40
Working at Height …… 41
Trailer Doors …… 41
Trailer Mounted Tail Lifts …… 43
Dividing Door Operations …… 53
Load Securing …… 55
Fuel Efficient Driving & Speed Limits …… 61
Vulnerable Road Users …… 62
Confirmation of Receipt …… 66

Site Activities

Site Entry:

This may be via a Gatehouse or a barrier with an intercom system. Comply with the verbal and written directions given.

Note: At some sites you will receive a hand out detailing site rules and facilities; Ensure that you read and adhere to the rules and that you are aware of the fire and emergency procedures and the location of your fire assembly point. If in doubt, ask

Walkways:

- **When walking** around site keep to the designated walkways.
- **Check** for any potential tripping or slipping hazards.
- **Report hazards** to your supervisor and personally remove any potential hazards which can be easily dealt with. E.g. piece of broken pallets or banding strap.
- **Put your phone away** and if you need to make or receive a call, stop in a safe place away from any vehicle movement.
- **Check regularly** to ensure your footwear is maintained in good condition with sufficient grip.
- **Always use the handrail** when walking on steps and plant your feet firmly on each step.
- **Take additional care in icy and slippery conditions**.
- **If it feels cold then always assume it could be icy** and that areas could be slippery.
- **Take your time; look ahead** when you walk and aim for (and keep to) designated walkways as much as possible. Do not take Shortcuts.
- **Bend slightly and walk "flat-footed"** with your centre of gravity directly over your feet as much as possible, extending your arms out to your sides to maintain balance and taking shorter steps.
- **Watch where you are stepping and GO S-L-O-W-L-Y!** This will help your reaction time to changes in traction.
- **Keep your hands out** of your pockets

Tipping and Loading Information:

- Find out who is in charge of tipping and loading operations and follow their instructions – **Note**: This may be the site shunter. Only open or close your curtains when directed to do so and when MHE movement has stopped.
- When loading or unloading takes place you must go to and remain in an agreed safe area well away from the live **operating area. Never** enter the live operating area unless specifically told to do so by the person in charge of the loading or unloading and MHE movement has stopped.
- **The Live Operating Area includes working on the opposite side of the trailer** as there is a risk that the load being positioned may cause a load on the opposite side to move towards you causing a trapping, crushing or impact injury.

Whilst on site comply with the site rules – Examples include (non-exhaustive list)

- Site speed limits
- Smoking and vaping conditions
- PPE requirements
- Reversing restrictions

Preventing Drive Aways:

- Some delivery/collection points use traffic light controls on loading/unloading bays
- Ensure you follow site key control measures to prevent a potential drive away
- When the loading or unloading has been completed the bay door will be closed
- The light will then switch to green. It is then safe to move the vehicle from the bay

X Never remove a trailer from a bay with a red light.

√ Always double check that the traffic light is green.

! If there is no light at all, **DO NOT MOVE THE TRAILER.**

Double check with loading staff that it is safe to move and ensure you report the defect to the site.

Reversing and Slow Manoeuvres

- **Avoid where possible blind side reversing** as it restricts your view. **Blind side only if unavoidable**
- **Activate your hazard warning lights, wind down your window and turn off the stereo** so you can hear potential verbal warnings and instructions. Ensure your mirrors, lights and lenses are clean and you have good visibility
- Ensure there are no people or other vehicles in your reversing area
- Look out for pedestrians or other vehicles or MHE, (e.g. Fork lifts) which may enter your reversing area. Ensure they are aware of your presence and be aware of any blind spots, narrow areas or low overhangs
- If you cannot see behind the vehicle or are unsure, **STOP** make the vehicle safe, leave the cab and check behind the vehicle before commencing the reversing operation.
- Be aware of other Drivers in the area checking their vehicles coupling or uncoupling trailers as they may not be have seen or heard your approach and could step into the path of your vehicle unexpectedly
- Seek assistance from the Yard shunter and / or other suitably trained person, should if you consider that the reversing manoeuvre is too hazardous
- If you lose sight of the person providing assistance immediately stop
- **DEPARTING** - ALWAYS check for Driver Colleagues who may be working on their trailer next to you
- **Be patient**. Activate your hazard warning lights to indicate you are intending to move prior to starting your engine
- Always allow time for any Driver Colleague to move to a safe area prior to departing
- If a vehicle starts to move whilst you are checking your trailer stop what you are doing and stay close to your trailer and wait for the vehicle to depart

Trailer Jacks and Trestles.

You may be requested to put in place a trailer jack or trestle when you have uncoupled from a trailer that is to be loaded or unloaded.

Prior to use complete a visual pre-operation check of the trailer jack or trestle and check that all components are in place and undamaged. Do not use any equipment that is defective. Report all defects to the site.

For Trestle Operation.

- Using the handle, and following your manual handling training, push the trestle to the desired location. It is preferred that the trestle be pushed wherever possible as you can see any potential obstacles more easily
- Position the trestle behind the fifth wheel pin, but as close as possible to it. This may vary depending on the design of the trailer. Ensure there is a 6" (150mm) gap between the trailer and trestle. This is to allow for trailer flex
- Lock the wheels where these are fitted. Use your foot to do this – not your fingers
- Removal is simply the reverse of the above. Unlock the wheels using your foot first and remove the trestle using the handle. If the trestle is jammed **DO NOT USE** excessive force to try and remove. Report the issue to the site for them to rectify
- Return the trestle to its storage location ready for the next user

Trestle

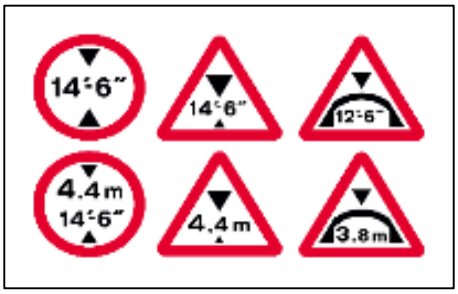
For Trailer Jack Operation

- Wheel the trailer jack into position under the relevant trailer using the supplied handle
- The jacking plate must be positioned under the head of the trailer approximately 12" (300mm) from the front of the trailer
- Ensure that the jack is central to the trailer and that the jack plate is positioned fully on the flat part of the trailer bed
- Remove the jack handle from the base and locate it the holder on the jack screw
- Raise the jack plate by turning the jack screw with the handle until the plate is flush with the bed
- Continue until the plate is flush with the bottom of the trailer
- If it becomes difficult to raise the plate using the long handle, you may remove it and use the short handle
- Do not over tighten the jack when using on an empty trailer. If you do the jack will be more difficult to remove when the trailer is loaded
- Keep your fingers away from the nipping points at all times
- The process for removal is the reverse of the above. Wind down the jack sufficiently so that it can be removed from under the trailer
- Return the trailer jack to its storage location ready for the next user

Always be aware of the underfoot conditions when using trailer jacks and trestles.

Be aware of slip and trip hazards.

Preventing Bridge Strikes - Don't Be a Bridge Basher



✕ **NEVER** Depart if you do not know the **Total Height** of your Trailer

Some Trailer Heights **MAY NOT** include a 5th wheel height. (e.g. Tesco Supermarkets) **YOU MUST** identify the trailer height and **ADD** the height of your 5th Wheel to obtain the **TOTAL CORRECT** height.

If you are uncertain of the 5th Wheel height to be used in your calculation, refer to the vehicle handbook.

Some trailer heights MAY NOT be indicated on the Trailer (e.g. CO-OP supermarkets) **For CO-OP Double Deck Trailers use a running height of 16ft 1" (4.9m)**

If you are still unclear, obtain advice from a manager or supervisor. As a general rule of thumb 1300mm (4ft 3ins) should be used as part of your calculation if you do not know the 5th Wheel height.

As part of your coupling or collection procedure, check and make sure that you enter the **CORRECT** height of your vehicle into your cab height indicator. **IT'S A LEGAL REQUIREMENT.**

Stay alert and observe and obey warning signs for bridge heights. **NEVER rely on Satellite Navigation.**

Never assume – If in doubt **STOP.**

On **Eddie Stobart Trailers** the height indicated on the trailer **INCLUDES** a 5th wheel height of 1250mm (4ft 1ins). The height stated on the trailer is **THE TOTAL HEIGHT** (5th Wheel plus trailer).

Electronic Devices (Whilst Driving)

It is **illegal** to make or receive calls, send or read texts or emails or otherwise using a hand held communication device; examples of which are not limited to personal or company provided mobile phones, tablets, computers or 2 way communication devices.

If using a hands free phone whilst driving, keep calls to a minimum and the conversation as short as possible**. If the call is not essential, wait until you are not driving**. Always keep alert and aware of the traffic conditions. Scan the area ahead and do not just look at the vehicle in front of you. Keep a safe and suitable distance allowing sufficient time to stop.

The Company will not be responsible for any civil or criminal liability resulting from an Agency Driver being caught using a mobile phone whilst driving.

Agency Drivers are strictly prohibited from taking any photos (or videoing) at work unless on company business.

The Company will not accept any responsibility or liability for a mobile phone which is lost, stolen or damaged on Company premises or during work time.

Pre- Use Vehicle Checks

Always carry out pre-use equipment checks ensuring any defects are reported immediately including your documented vehicle checks. Checks include driver and passenger hand holds, steps and foot wells to ensure that they are undamaged, free of grease, ice, snow, liquid which could cause you to slip. Keep the foot wells free of debris. When cleaning mirrors ensure you sit in the driver's or passenger seat – open the window and clean the mirrors accordingly. Do not climb the steps of the vehicle and attempt to clean the windows or mirrors.

Using DriveTab to carry out pre-use checks

Drivers may carry out an inspection whilst completing the checks on the hand held DriveTab device.

The DriveTab prompts the driver regarding checks to be completed which are confirmed on the DriveTab by the driver.

Once completed, dismount the catwalk using three points of contact and retrieve your DriveTab from the door pocket and enter the required information.

Continue with your checks using the DriveTab

Once you have completed the checks ensure you enter the height of the trailer indicated in the to the in-cab device prior to departing.

If the trailer is not listed or recognised or the DriveTab malfunctions, complete the pre- checks using the appropriate paper daily log sheet

It is essential that you are aware of your surroundings when undertaking vehicle and trailer checks and you do not look at the screen whilst walking.

Ensure you carry out the required check, complete the entry on the DriveTab and then move on to the next check.

NEVER look at the screen and walk at the same time.

When checking the connections on the catwalk as part of your pre-use checks you will need to ensure you maintain three points on contact when mounting and dismounting.

Prior to mounting the catwalk, open your driver side vehicle door and place your DriveTab into the door pocket in order to prevent damage to the unit and maintain three points of contact when you mount and dismount the catwalk.

Mount the catwalk using three points of contact and carry out your checks on the catwalk as per your training.

Vehicle Security - Key Points

- Always ensure your vehicle keys are secure. Never leave them lying around even for a short period of time
- Never leave your vehicle with the key in the ignition with or without the engine running
- Use only pre-planned, approved overnight parking facilities wherever possible
- Never give lifts, or have any unauthorised people in your vehicle at any time
- Always be alert to criminal traps. Thieves or Terrorists may try and stop your vehicle by using a number of various tricks
- These include staged accidents, impersonating Police Officers or Officials and pretending that your trailer doors are open or there is something wrong with the vehicle.
- Only stop for marked Police/DVSA/RSA vehicles with uniformed occupants. If in doubt, ask for identification. Keep your cab door locked and if still in doubt call 999 /112

Dispensing Diesel & AdBlue

Fig. 1

Fig. 2

Fuel Dispensing is controlled by a Fuel Card system, using the designated walkways and remaining vigilant to the movement of any nearby vehicles, proceed to the Fuel Card Input location. Standing directly in front of the Fuel Card system;

- Insert the Fuel Card
- Key in the Fuel Card Pin code as requested
- Remove the Fuel Card
- Key in the vehicle / trailer registration as requested
- Key in the current Odometer reading as requested
- Select the appropriate pump from the displayed options
- Repeat process if required when refuelling the Unit, Trailer and AdBlue tanks

- **DO NOT** smoke or vape, no mobile phones or electronic devices
- Wear gloves and ensure the nozzle is correctly inserted
- Ensure the delivery hoses are not stretched or kinked
- **DO NOT** wedge the tripper switch open or unattended. Activate the trigger until it clicks to indicate that the fuel tank is full
- **DO NOT** overfill the tank or 'fill up to the brim' as diesel can leak whilst driving causing environmental contamination and dangerous driving conditions to other road vehicles and vulnerable road users such as cyclists and motorcyclists
- Check for diesel on the soles of your shoes after using the fuel pump. Ensure your soles are clean.
- Take additional care when stepping on or off the Fuel or Ad blue pump high concrete kerb.
- Clear up any spillages using the spill kit and inform a manager or supervisor immediately
- If the spill is large prevent any fuel from entering the drainage system. Use any available means if necessary e.g. spill kit pads or booms or as a last resort a coat etc.

Dispensing Ad-Blue, follow the same procedure as with dispensing diesel by inserting your fuel card in the reader, standing directly in front of the Fuel Card system and enter the details when prompted.

- LGV Ad-Blue tanks are identified with blue filler caps (fig.1)
- Gloves **MUST** be worn during this process
- After you have selected the Ad-blue pump and entered the details required – commence filling the tank. **Do not over fill**
- Once complete – place the nozzle back into the holder and secure the Ad-Blue filler cap on the LGV
- Check that no Ad-Blue has spilled. If there is a spillage use the spill kits provided and follow the spill procedure. Inform site Operations of any spill

Site Fuel Card Operations

- When using the site fuel card the AdBlue pump **MUST** be reset (fig. 2) so that an accurate record of the amount dispensed can be recorded
- Follow the process outlined above – before dispensing, press the reset button
- **Note:** The Ad-Blue display does not automatically reset when the nozzle is removed from the holder

Mounting & Dismounting the Cab

Open the door fully so that it **locks in the anti-slam position**

Take additional care during strong or 'gusty' winds. Brace your body against the cab door when opening. Consider using the passenger door to enter or exit to provide better shelter. Use both hands to hold and open the cab door if necessary.

Use the grab handles – not the steering wheel.

Maintain three points of contact at all times - **Never jump down – Take your time**

Always check for potential hazards **as you step down** such as uneven surfaces, potholes or items on the ground.

When leaving your cab you **MUST:**

- ✓ APPLY the handbrake, engage neutral gear
- ✓ SWITCH OFF the engine
- ✓ REMOVE the keys

NEVER leave your engine running – even for a short time, when you are out of the cab.

Loading and Personal Unloading Items

Open the door fully into the anti-slam position. Always load and unload items via the Passenger Door, one at a time whilst standing at ground level. **DO NOT** stand on the steps of the vehicle.

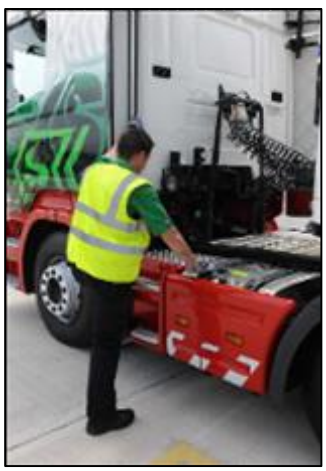
Place items on the floor of the passenger side for easy loading and unloading lifting one at a time.

It may be necessary to lift the passenger seat into the upright position if the item is large

This can be completed whilst standing on the ground – do not stand on the steps of the vehicle to complete this.

NEVER enter or exit the cab carrying items as you cannot maintain three points of contact

Working on the Cat Walk



Fold back the Wind Deflector (if this is damaged, report as a defect and do not use the vehicle). Check the layout of the Cat Walk before access. Take more care in e.g. rain, snow or ice as this could make the area potentially slippery.

Use the hand holds when entering and exiting the catwalk maintaining three points of contact at all times – **DO NOT** Jump down

Check that the catwalk is free from grease – report it of grease is evident. Switch the catwalk light on if required.

Always Store Suzy leads and leave the catwalk tidy

Always check for potential hazards **as you step down** such as uneven surfaces, potholes or items on the ground.

Working with Trailers

Mounting & Dismounting the Trailer Bed.

- **Ensure curtains are closed** with at least every 4th curtain clip fastened and fully tightened

- Open and hold the door in position with one hand and pull the spring loaded door securing bar towards you with your other hand so it is clear of the door and swing the arm up across the door and release the bar into the locking position to secure the door. Ensure the bar sits in the bar grip. **NB** Release the bar under control, **DO NOT** just release it, this will cause damage to the door and the locking arm mechanism**. Note:** Defect and VOR any trailer that has damaged or missing locking arms
- Open and secure the **OFFSIDE** trailer rear door **FIRST** (**never both doors at once**) Always be aware of items which may have become dislodged in transit which may fall
- Deploy the trailer step ladder by gripping the ladder and lifting the release lever. Slide the ladder out towards you and push it down fully to ensure it is in the correct position (see photograph)

Maintain Three Points of Contact

- **POINT ONE:** Grip the **NEARSIDE** rear door with your **LEFT** hand.

  Note: Double check the door is securely closed.
- **POINT TWO:** Place your RIGHT hand flat on the trailer bed.
- **POINT THREE:** Place your leading foot on the **LOWER** rung of the ladder.

To **DISMOUNT** you will need to change your **Three Points of Contact.**

- **POINT ONE:** Grip the **NEARSIDE** door with your **LEFT** hand.
- **POINT TWO:** Grip the **OFFSIDE** door post with your **RIGHT** hand.
- **POINT THREE:** Lower your lead foot onto the upper rung.
- Keep your hands in position and lower your other foot to the lower rung. Re-position **POINT TWO:** lay your **RIGHT** hand flat on the trailer bed.

  This will allow you to completely lower yourself to the ground.

  NEVER JUMP down and always check the ground conditions before stepping down.

  Stow the ladder after use – ensuring it is securely fastened.

Take extra care in adverse weather conditions (e.g. rain, snow and ice) as this will could make your feet and the stepladder more slippery.

General Trailer Safety – A Reminder of Your LGV Training

Parking your vehicle

- Where possible on firm, level ground, free from potholes, debris and other slip or trip hazards.
- In a designated parking area.
- Sheltered from high winds
- In an area with adequate local lighting.

NOTE: It may not always be possible to park in an area that is away from other vehicles so always drive defensively with caution and be ready to react to your surroundings. (See Reversing and Slow Manoeuvres)

N.B. Any debris, spills or loose product on the floor of the trailer should be removed prior to commencing any work on the trailer bed.

DO NOT attempt to mount the trailer if the load is too near the edge.

There **MUST** be sufficient room for you to place both feet on the trailer bed.

DO NOT carry out any tasks at the rear of the trailer (e.g. moving cages, sweeping the bed) with your back to the open edge. **ALWAYS** face the open edge.

Trailer Curtains, Posts and Cables.

Safety Hat **MUST** be worn wherever risk of injury from overhead is present, or where site rules dictate.

Step 1

Starting at the front of the trailer:

- Unclip all of the curtain straps

Caution: Be aware that the straps will contain stored energy. Cover the strap with your sub-dominant hand whilst you undo each strap.

Ensure the hook is removed from the chock rail and is placed above the edge of the curtain.

Gloves **MUST** be worn for this activity

Step 2

- Release the curtain tension by unlocking the handle at the front of the trailer

Note: Some trailers have rear curtain poles with tensioners. These poles are tensioned and removed in the same way as the front pole.

There are trailers fitted with poles that do not have rear tensioners. These are fitted in the same way as the front pole. The tension applied at the front of the trailer holds the poles in position.

Step 3

- Pull the curtain so that it un-ravels from the curtain pole whilst sat in the holder
- Using the handle fitted to the curtain lift the curtain pole from its holding

  Ensure you use both hands and are wearing gloves for this activity
- Once the curtain pole is free at the bottom check to ensure the top of the curtain pole is also free from its holding

Note: Damaged / Missing curtain pole handles and Bent / Damaged poles **MUST** be defected. **DO NOT USE** defective equipment.

Front Curtain Pole

Rear Curtain Pole

Step 4 - Note: Ensure the rear curtain pole is released before pulling the curtain open.

4.1. Starting with the front of the trailer and no more than four buckles back from the front of the curtain.

Stand facing the trailer with your legs apart and firmly grip hold of two buckles.

4.2. BEFORE you pull the curtain back - look around the area you will be stepping into to ensure the route is clear of any slip or trip hazards.

4.3. In a stepping motion pull the curtain back keeping a firm grip of the buckles.

Follow steps 4.1 to 4.3 until the curtain is fully pulled open.

Step 5

- When the curtain is fully open, use one of the straps to secure the curtain. This will stop it being blown uncontrolled in windy conditions.
- If you have to move the curtain to the front of the trailer, do so in exactly the same manner as moving the curtain from the front to the rear of the trailer as outlined in fig. 4.1 to 4.3.
- Take no more than 4 straps worth of curtain at a time. Complete the move in sections.

Step 6: The procedure required to close the curtains is a reversal of the previous instructions:

6.1. Ensure that the curtain is anchored at the rear of the trailer.

Stand facing the trailer with your legs apart and firmly grip hold of two buckles.

6.2. **BEFORE** you pull the curtain back - look around the area you will be stepping into to ensure the route is clear of any slip or trip hazards.

6.3. In a stepping motion pull the curtain back keeping a firm grip of the buckles.

Follow steps 6.1 to 6.3, pulling the curtain back in sections until the curtain is fully closed.

TIR Cables

Security integrity: Curtains fitted with TIR Cables which can be used (with a seal).

When not used store TIR Cables around retaining lugs and fasten with buckles at the headboard.

Wearing gloves, thread the cable through the hole on the curtain ratchet assembly 4 buckles at a time to reduce snagging. Pull all of the cable through this hole, do this in small sections to reduce the risk of damaging the nylon outer coating, and then feed the cord through the hinged loop on the trailer bulkhead

If the trailer has no rear tensioners pass it through the strap or keep the cord above the bay buffers. Pull the cable taut and ensure that it is correctly positioned around the rear corner of the trailer

Where the two cables meet thread a seal through the holes on the cable ends. Thread the cable through the door handles. Copy this process with the other cable for the other side of the trailer.

Trailer Posts

Read the instructions where printed on the Trailer Post before commencing operations.

Before attempting to operate the post release mechanism – look up to the curtain rail and check that there are **TWO** sets of bolts and washers with self-locking nuts in place on the post bogey or if a Schmitz trailer, the post is still securely attached / connected to the trailer with the rollers inside the runner system with a safety chain connecting the bogey to the top section of the post.. These are both designed to prevent the post falling out of the mechanism.
If these are **NOT** present – **DO NOT** operate and **defect the trailer as VOR**

Failure to comply with this safety instruction will result in the roof becoming unstable When moving the roof support to the rear of the trailer release **only one post at a time** by releasing one bar moving it to the new location **and re-locking the roof support**. Continue with the remaining roof supports.

ALWAYS stand clear of loading operations, never approach the trailer when the fork lift is still working on the trailer

- Operate the roof support at arm's length and before releasing the securing clip ensure you are standing slightly off to one side. Keep your head away from the mechanism. **The mechanism contains stored energy**.
- Release the locking pin and let the locking arm fall forward under control of the covering grip which must not be released during this operation.

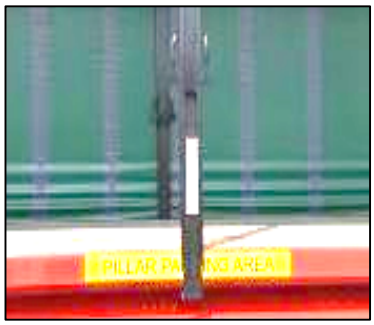
  KEEP FINGERS OUT OF THE MECHANISM
- Support the underside chock grip with the other hand.
- Continue lowering the release bar until the underside chock grip is clear of the chock rail and let the whole roof support bar hang free.

- Close the release mechanism to prepare for moving the post along the roof curtain rail.
- It is important at this stage that the post is as vertical as you can make it – otherwise it will jam on the curtain rail when it is moved.

  Note: One hand at the bottom and the other as far up the post as is comfortable.

  When pushing the post you will find it will move smoothly providing the assembly is vertical.

Re-Fitting the Roof Support



- Let the post hang free – it will hang in the vertical position, ensure the post is directly in line with the locking position
- The first operation when refitting the roof support bar is to locate the underside chock grip. This should contain a nylon shock absorbing pad
- This is a compression fit and may work loose

  Note: Defect the trailer if this is missing.

- With the gloved hand – locate the underside Chock Grip around the chock rail

  Note: If this is not located on three sides – the chock grip will not engage correctly, excessive loading will be applied to mechanism and damage will caused to the chock rail grip.

  KEEP YOUR FINGERS OUT

- When the underside Chock Grip is correctly located – engage the base of the roof support bar in the channel on the top of the chock rail between two short pieces of steel bar which are welded in the rail. This is the correct location for the base of the post

- Failure to locate this in accordance with this illustration will place undue stress on the post mechanism which may result in equipment failure and personal injury
- With the underside Chock Grip and the base of the post located underneath and on top of the chock rail – apply upward pressure on the locking arm and push this into the channel on the post. There should be little effort in achieving this
- Depress the safety catch on the top of the locking arm and press the locking arm fully into the post channel, ensure it has engaged correctly BEFORE releasing the pressure on the locking arm

Correct location of the Chock Grip.

If this is bent it will not make a secure connection.

If the Chock Grip is distorted out of line **with** the nylon pad missing this trailer SHOULD NOT BE IN SERVICE

Defect the Trailer as VOR.

Important Note

There is no need for a fork lift truck or any other machinery to assist in carrying out these operations.

The posts are designed for manual operation only.

If manual operation is not possible defect the trailer as VOR

Secure and park roof supports in allocated parking position before moving the vehicle – NEVER move the vehicle with insecure roof supports

Fixed Double Deck Trailer

Caution: Wear head protection when inside the trailer**.**

Step 1: Under the supervision of Supermarket personnel (who will check that the electronic seal code matches the code on their paperwork) unlock the safety seal & rear doors.

Step 2: Ensure the area is completely clear of pedestrians, return to the cab and slowly reverse fully onto the loading bay.

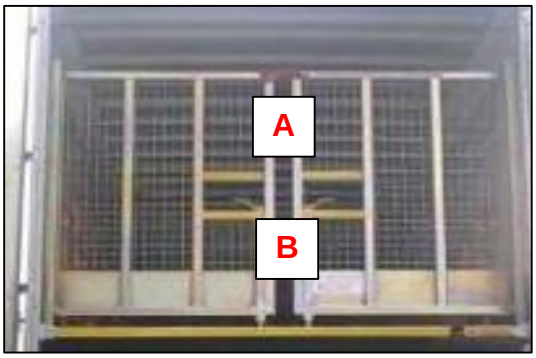
Switch off the engine, apply the unit handbrake and remove the keys.

APPLY THE TRAILER PARK BRAKE.

Step 3: Once correctly positioned on the bay wait for the Traffic Light to change to **RED**, this will signify that the trailer is correctly positioned.

As part of their SSW, Supermarket personnel engage the Trailer Brake (this is positioned inside the trailer at the front of the upper deck)

If Trailer has been loaded:



Check that the Upper Deck Safety Gates are correctly closed and secured

The red latch must be in place (A)
The locking pins must be engaged (B)

If these safety features are not deployed return the trailer to the bay and inform the loading staff for them to rectify.

Check that the Final rows of strapping are secured and crossed.

Step 4:

Close the doors and engage the electronic seal (make a note of the number on your paperwork as this will be required at the next destination.

Set cab height indicator at the correct level and plan your route to avoid any bridges exceeding the height of the trailer. If in doubt see a supervisor.

Ensure the Mid axle is in the lowered position at all times.

When coupling or uncoupling bring the slider to the nearside to make access easier when connecting or disconnecting the air-lines and electrical leads.

- Do not use if the trailer displays a 'VOR' plate
- Ensure the 'Colas' valve is in the running position at all times when moving the trailer
- The trailer is fitted with a Load Securing Bar that is positioned across the Swan Neck. Ensure it is at the correct height to stop the roll cages tipping forwards

Note: When reversing this trailer, remember it is low set, stop before the rear axle reaches the trailer stops to avoid damage to the rear air bags.

Uncoupling Process.

1. **Before Uncoupling the Trailer:**

Ensure the trailer has not over-ridden the trailer stops

If the trailer has over-ridden the stops do not continue the uncoupling process until the trailer has been moved forward

NEVER attempt to uncouple the trailer if it has over-ridden as it will lurch forward as you detach the red airline.

Check that the trailer air suspension lever is in the running position. **If not re-set it.**

During transit if you have felt any load movement that is not visible from any bulges in the trailer curtain – you **MUST** do the following:

Sealed Trailer: Report any movement you have felt during your journey to site Operations, your Planner, Customer Service or Site Customer Representative.

Not Sealed: Following your training slowly open the offside trailer door only and from ground level visually check the load is securely strapped and is safe to travel.

Load has Moved: Report to site Operations, your Planner, Customer Service or Customer site representative so the load can be made safe before the next driver collects the trailer.

Ensure the rear doors are securely closed and the door locks have engaged.

At this point you can remove the trailer number plate and store in the unit side locker.

Note: Be aware of Slip and Trip hazards, uneven ground and other vehicles that are moving in the vicinity. Take extra care in inclement weather or when it is dark.

2. **B.L.A.C.K. Process:**

A simple way to remember the uncoupling process detailed in this SSW:

Brake

Legs

Airlines

Clip & **K**ingpin

Remember:

- If you become distracted – **STOP** and start the process again!

3. <u>Uncoupling Process:</u>

Brake:

- Apply the trailer parking brake.

  This **MUST** be applied before **ANY** Uncoupling procedure Commences.

The location of the trailer park brakes may differ depending on the trailer type. These include:

- **Stobart liveried trailers** - on the nearside of the trailer just before the side skirts (red button)
- **Supermarket Trailers & Stobart liveried double-deckers** - on the trailer headboard (older trailers have a black button with a red background, newer trailers can have a red button)
- **Box vans & Lamberet fridges** - on offside next to landing legs (red button)
- **Fridges** - at the rear behind the last axle (red button)
- **Rail skeletal trailers** – nearside before the landing legs (red button)
- **<u>Ensure the correct button is used</u>**

Legs:

- **Ensure the Trailer Park Brake is applied**

  Wind the landing legs down fully.

  If the trailer is loaded use **low ratio** for a further 10-15 turns.

  Push winding handle **IN** for low ratio.
  Pull winding handle **OUT** for high ratio

  Winding the legs down by the 10-15 turns (approx. 75%) will ensure you can release from under the trailer easily once the air suspension has been lowered. Do not overwind the legs as this could damage the spindle nut thread
- Once the landing legs have been fully lowered ensure the winding handle is stored correctly in the holder provided. If the holder is damaged or missing, complete a defect report.
- Defect any damage to the landing legs or winding gear and VOR trailer.

Airlines:

- Mount the catwalk using three points of contact and begin to remove the airlines and electrical connections. Store away correctly in the holders provided.
- Dismount the catwalk remembering to use three points of contact.
- As you walk to the rear of the trailer, check the tyres, wheel nuts and general condition of the trailer. Report any defects.
- Remove the trailer number plate and store in the unit side locker.
- **Be aware of Slip and Trip hazards, uneven ground and other vehicles that are moving in the vicinity. Take extra care in inclement weather or when it is dark.**

Clip & Kingpin:

- Remove the dog clip or any other safety features fitted to the fifth wheel before pulling the fifth wheel arm fully out
- Carry out a final check that the trailer legs are fully down and the air and electrical lines are disconnected and stored correctly
- Re-enter the cab, ensuring you maintain three points of contact, start the engine and release the handbrake
- Pull forward enough to release the pin from the fifth wheel jaws, stop and apply the handbrake.

- Lower the air suspension fully so the landing legs take the full weight of the trailer.
- This will allow you to release from the trailer avoiding any damage to the unit mudguards and trailer landing legs
- Release the handbrake and pull forward so you are clear of the trailer and then **Re-apply the handbrake.**
- Reset the air suspension to the running level.
- Raise the lift axle if you are not coupling to another trailer

Coupling Process:

1. The Trailer Park Brake **MUST** be applied before any coupling procedure commences
2. Ensure the trailer has not over ridden the trailer stops

   If the trailer has over ridden the stops do not continue normal coupling processes until it has been moved, get assistance from yard shunter, or report to supervisor

   If you couple with the trailer over ridden it will lurch forward as you attach the red air line.

   Check that the trailer air suspension lever is in the running position - if not reset it
3. Check the fifth wheel is in good condition and if it has a dog clip that it is serviceable. If the fifth wheel is the non-dog clip type follow the correct processes for the type fitted.
4. Ensure the trailer is at the correct height before you start to reverse under the trailer. Use the unit suspension or lower the trailer height by use of lowering the landing legs.
5. Before reversing check that the area is clear of pedestrians and other vehicles. Ensure the trailer brake has been engaged and that you see clearly through your mirrors (clean them if necessary).
6. Now slowly reverse the unit in a straight line to within a couple of feet of the trailer - Ensure any lift or tag axles are lowered.
7. **DO NOT** use the unit ramps to force your way under a trailer. **Note**: Some units do not have ramps fitted.
8. Lower the air suspension if needed. This reduces the risk of damage to the ramps and mudguards of the unit.
9. Once the 5th wheel is under the trailer apply the handbrake and raise the suspension taking the full weight of the trailer. Look in your mirror and you will see the trailer weight being taken.

Coupling Continued:

10. If you see no movement get out and check there is **NO** gap between the fifth wheel and the trailer bed - Continue to reverse listening for the double engagement.

    Complete a minimum of TWO pull tests.

11. Dismount the cab and apply the dog clip fitted to the fifth wheel arm. Double check the fifth wheel is secure by pulling on the lever then mount the catwalk – use three points of contact when mounting and dismounting.
12. Attach all the airlines and electrical connections. Ensure you keep a tidy catwalk by keeping airlines untangled and free from excessive grease.
13. When attaching the red air line observe the ground for any vehicle movement. Hold in place for 10 seconds, if there is movement recheck the positioning. **If no movement is observed** then the red air line collar should be locked into position by twisting the collar to a 90 degree angle to the locking pin on the collar for safety. **If movement is observed** then the red air line collar should be removed immediately, the trailer brakes should then reapply to stop movement. The driver should then revisit the tractor unit to check that the tractor unit handbrake is applied. The trailer brake should then be checked to ensure it is applied.
14. Wind the landing legs up fully, use low ratio to start with if necessary. Push winding handle in for low ratio – pull out for high ratio. Once the landing legs have been fully raised ensure the winding handle is stored correctly in the holder provided. If the holder is damaged or missing, complete a defect report. Defect any damage to the landing legs or winding gear.
15. As you walk to the rear of the trailer check lights, tyres, wheel nuts and general condition of the trailer. Attach the trailer number plate correctly; if you are using the backing plate type ensure the chain is attached to the side so it doesn't obstruct the view of the number plate.
16. Push and hold the trailer park brake button for **10 seconds** – **DO NOT** release the button immediately. If you sense movement – re-apply the trailer park brake and check the unit park brake is applied. If movement continues – **STOP** and report the trailer to Fleet, Site Operations and VOR the trailer.
17. Complete a final visual check that the landing legs are wound fully up and the dog clip is securely attached.

Potential Hazards Associated with Coupling and Uncoupling

- **Failure to apply unit handbrake** – releases trailer brake resulting in a **vehicle rollaway**
- **Failure to lower trailer legs** prior to uncoupling resulting in **dropped trailer**
- **Falls from Cab or Catwalk** – failure to maintain three points of contact, failure to keep tidy Catwalk
- **Red light drive away** from a loading dock – failure to check light or loading status

Split Coupling and Uncoupling

This method should only be used on trailer types; 'Skeletals' used to carry rail containers and Fridge Trailers where normal coupling or uncoupling is not possible. **Do not adopt this method** if normal coupling and uncoupling can be achieved safely. If in doubt, see a supervisor

When coupling, follow the procedure as per normal coupling (Ensure trailer park brakes are applied) but once the 5th wheel is under the trailer apply the "Tractor Handbrake" and raise the suspension taking the full weight of the trailer. Look in your mirror and you will see the trailer weight being taken. If you see no movement (engine off and remove keys) get out and check there is NO gap between the fifth wheel and the trailer bed. Ensure the landing legs are off the ground.

Open the side spoiler and mount the catwalk steps maintaining 3 points of contact.
Attach all the air-lines and electrical connections using precautions as per normal coupling procedure.

Reverse under the trailer ensuring you have the full weight of the trailer until you hear the double engagement. Now follow the normal coupling procedure.

Loose Equipment (Wheeled cages)

Important Points

1. Ensure the unit/trailer is parked on level and even ground which is well lit and free from debris, potholes and other obstacles which may be slip or trip hazards.
2. Having the trailer level will prevent runaway equipment while in the process of moving, unbuckling equipment. **KEY POINT: Keep the unit suspension in the Active Mode.** If you need to re-level part way through unloading do so and then continue
3. Ensure there is sufficient local lighting to safely carry out the activities for this task.
4. Ensure the trailer bed is kept free of loose internal straps. Store them away correctly after use. Keep the trailer bed debris free, clear any rubbish away, sweep the trailer bed removing all debris. Ensure all spills are cleared. Work from the trailer headboard in a forward direction towards the rear of the trailer. NEVER approach the outer edges of the trailer bed in a backward direction.
5. Before the tail lift is moved with anyone or anything on it the panels must be in the upright position
6. Carry out any necessary work (load checking/securing, strap securing) keeping away from the trailer edge at all times.
7. You will be issued with a Store Risk Assessment before leaving the Distribution Centre. This will detail the procedure you must follow when you arrive on site at the delivery point. Ensure that you always follow the instructions contained in the Store Risk Assessment.
8. Before moving the Loose Equipment, assess the weight by carrying out an initial movement. Do not use excessive force. If in doubt seek assistance.
9. Pull the Loose Equipment from the storage area or trailer, turn and push when moving Loose Equipment, provided you can see ahead and control steering and stopping.
10. To make it easier to stop, manoeuvre and control the Loose Equipment, go no faster than walking speed and keep your feet well away from the load. Enlist help from another worker wherever you have difficulty negotiating a slope, ramp or obstruction
11. If you find it difficult to move Loose Equipment, (for example, damaged or stiff wheels, overloaded or Loose Equipment which contain heavier items, etc.) Do not use excessive force. Under no circumstances try to move defective Loose Equipment. Inform Store Staff and seek assistance. If in any doubt always ask.
12. Before attempting to move Loose Equipment assess the floor/ground and Loose Equipment on each occasion, ensuring that the Loose Equipment and load is secure. In the event that the Loose Equipment and/or load is insecure then it must be reported to staff following the bad load reporting procedure and no attempt should be made to move the Loose Equipment without assistance.
13. Always plan your route prior to manoeuvring and where possible (when your view is not restricted) push and manoeuvre the Loose Equipment from the rear (**the swivel wheels** – **normally indicated by green blocks on the bottom of the container**) ensure that you have a secure footing with your arms straight and positioned between your waist and shoulders gripping the two frames of the Loose Equipment with both hands ensuring your fingers and thumbs are not exposed to other containers or walls etc. Gloves must be worn at all times.
14. If your view is restricted, plan your route whilst pushing at a slower pace looking from side to side for any obstructions or other workers. Keep your feet clear when manoeuvring and be prepared to stop.
15. Always remove your hand from the side of the Loose Equipment if you are moving stacking or placing containers close together in order to prevent a potential impact / nipping or trapping type injury.
16. Where the ground is uneven take extra care pushing from the rear over the uneven surface until a level surface is reached.

17. If whilst moving Loose Equipment you encounter an uneven surface, including a kerb, lip of docking plate, put your foot against the bottom of the Loose Equipment whilst standing behind it and use both hands to pull the container slightly towards you, this will raise the front of the Loose Equipment. Extreme caution must be taken not to pull the Loose Equipment too far back as you only need to raise the front wheel slightly. Now push the Loose Equipment over the obstruction and follow normal procedure.
18. Never try and force the Loose Equipment over the uneven surface including a kerb or docking plate as this may cause the equipment to come to a sudden halt.
19. Take care to observe possible slip, trip, fall and impact hazards whilst moving the Loose Equipment planning your route at all times prior to and during moving.
20. If for whatever reason (defective or unstable Loose Equipment) the container starts to fall - **ALLOW IT TO FALL**. **ON NO ACCOUNT ATTEMPT TO HOLD OR RESCUE THE CONTAINER. GET OUT OF THE WAY AND SHOUT TO WARN OTHERS.**
21. Leaking products must be removed from the Loose Equipment prior to movement and disposed of in the correct manner. The Store Staff must be informed. Ensure the spillage is cleared from the trailer bed.
22. Damaged Loose Equipment should be emptied and restacked into another serviceable container. Defective containers should be returned to depot and reported to allow repairs/ replacement to be completed.
23. When handling empty containers that are folded; only move up to five (5) at a time on your own ensuring that your pull from the side.
24. At all times ensure that you follow the training that you have been given and ensure that correct manual handling techniques are in use. If in doubt assistance must be sought from the Store Staff.

Unloading & Loading of Loose Equipment (Containers) Via a Tail Lift

Unloading

- Double check that you have the trailer as level as possible, suspension should be in the active mode and **be aware of the slope of the trailer bed at all times**

- Remove the tension from the strap by releasing the ratchet. Be aware that this ratchet contains stored energy
- – keep your head away from the ratchet. Gloves must be worn
- With the strap in place, move the two outer Loose Equipment to the sides of the trailer, left and right as flush to the trailer sides/sidebars as possible
- Remove the strap and store securely using the highest strap rail ensuring you do not create a slip or trip hazard. DO NOT leave any straps trailing on the floor
- Remove the Centre Container and place it against wall of trailer with the steering wheels against the wall of the trailer
- **This will prevent the container from moving** down the trailer towards tail lift

- **Ensure** you take into account any sideways slope on the trailer bed. Store the container against the side of the trailer that is lowest
- Complete the same action with the left or right hand container and remove the 3rd container to tail lift area and unload accordingly
- When removing the first row of Loose Equipment the first two can be placed straight onto the tail lift
- When loading loose equipment always check there is no movement of the load before you place the container onto the tail lift
- Always be aware of your surroundings at all times
- Continually check to ensure the trailer is level and adjust the suspension if necessary and if in doubt check again

NEVER walk backwards towards the trailer edge – Always walk facing the rear of the trailer

Loading

Double check that you have the trailer as level as possible, suspension should be in the active mode and **be aware of the slope of the trailer bed at all times**

Ensure straps are secured correctly and are not left trailing on the trailer (trip / slip hazard)

Turn the first row of roll Loose Equipment sideways to protect the trailer headboard. This consists of 5 stacked Loose Equipment harnessed together by fitted straps

Place 2 sets of roll Loose Equipment length ways, 10 roll Loose Equipment maximum either side of the trailer

Turn the next set of roll Loose Equipment sideways and secure with 2 straps or cross strap on 2000 style Supermarket trailers

Continue to repeat this process until the trailer is full or the load is complete

The final row MUST be doubled strapped

Types of Containers

Two sided wheel container.

Four sided wheel container.

Trays secured with Universal clip, fitted on opposite sides to each other.

PLASTIC Trays must be Clipped or Shrink Wrapped for transportation.

Empty trays are stored and transported 5 stacks to a pallet.

Stacks are secured with PVC wrap at the same approx. height as clips.

Loading Dollies, RSU, Trays and MU's

- Load up to three rows of **dollies**, 9 high and 4 across
- Load either 3 containers of **RSU** or a row of empty containers
- Secure the containers with **2 straps or cross strap using 2000 style Supermarket trailers**
- Single stacks of dollies, **MU's, trays** are to be loaded with a container either side and secured with 2 straps, or cross strapped with the 2000 style trailer

RSU containers loaded 3 across and secured using 2 straps, or cross strap with 2000 style Supermarket trailers

The final row is to be double strapped at ALL times

When loading Dollies they should be:
- Segregated by type
- Stacked 9 units high
- Stacked so that fixed wheels face one way

When loading Shippers & Flower stands should be:
- Sorted by type
- Folded down
- Stacked neatly 3 or 4 units high

Semi-Pallet Dollies feature a detachable handle

A foot activated mechanism to lift runners and expose wheels and lower to act as a brake

They can be stacked when empty

The foot activated mechanism can be operated from both sides when loaded

Green/Red colour spots denote the side for bespoke handle entry and steering dolly wheels.

When Loading Dollies they should be:

- Stacked a maximum of 9 high
- RSU cage doors MUST be closed
- 2 sided cages with RSU MUST be shrink-wrapped
- All trays to be clipped or PVC shrink wrapped together
- If working with a single dolly, treat it as an MU, multiple treat as cages.

All loads must have the rearmost stacks/containers double strapped. This applies to both empty and loaded equipment.

Clip strap to lower fixing rail, approximately 200mm less than a container depth from the front bulkhead. The other end of strap is clipped to a suspended connector ring above, about 1 metre back towards the rear of the trailer.

Where straps are already in place, check and adjust where necessary before loading.

- Lightly tensioning one strap and then fit another strap to the same position on the opposite side of the trailer**. DO NOT over tension**

- Unclip a strap from a hanging connector ring and clip it to a clip on the opposite side halfway back along the depth of the product
- When attaching straps to the hanging rings, the strap must pass between the container uprights, not around the side of the container
- Strap is then tightened by use of ratchet, secured diagonally process is repeated by the other strap, this then secures the product in an "X" pattern
- For MU's/ dollies, straps should be taken under the corner, around the wheel
- This is to be repeated for each row of products to be loaded
- Odd MU's should be loaded tightly between 2 containers; one container should be flush to the trailer side leaving a narrow gap down one side
- Load the first row of product (Containers, Dollies, MU's but not pallets) against the front bulkhead
- Empty containers should be used when there are insufficient containers to make a complete row
- Empty containers should not be used in the final row

Safe Loading Procedures for Empty – Return Products

Pre- movement Inspection

1. You MUST carry out a Pre Movement Inspections of the Trailer concentrating on the following points:
    1. The strapping is not damaged (DO NOT USE DAMAGED STRAPS)
    2. No straps are trailing on the floor
    3. There is adequate strapping
    4. The trailer floor or curtains are not damaged (Report as required)
2. You MUST carry out a visual check where possible of the loose equipment which is being loaded concentrating on the following points:
    - Containers are not overfilled
    - Dollies/trays etc. are not stacked too high
    - Equipment is secure
    - No empty spaces which may lead to movement
    - Container straps are secure and correctly fitted where able to see
    - Required containers/trays are shrink wrapped/trays clipped together)
    - Containers/dollies do not move freely
    - The containers/equipment on the last row MUST ALWAYS be secured by 2 sets of straps

Load Securing – Loose Equipment & Containers and Trays

Note: Dollies should not be loaded rearmost on loose equipment loads. Ensure the rear stacks are containers or trays only.

Containers

Where loading collapsed cages **five cages** must be placed at the end of loose equipment loads, except tray stacks. This helps with the security of the equipment.

Clip a strap to lower fixing rail approximately half of the width of the cages back.

Take the clip strap across the front of the cages, preventing any twists to the strap and clip onto the opposite side bar.

Fix approximately half of the width of the cages back.

When pulling tension into a strap:
Stand face-on to the load.

Pull the strap across the body rather than pulling it towards yourself and leaning back.

Always double strap the rear set of cages Straps should be tight and secure across the cages ensuring there is no movement during transit.

When strapping cages at the rear most point of the trailer bed this MUST BE completed with the tail lift in the raised position.

When applying tension to the ratchet of the strap do not over tighten and keep your face clear of the ratchet mechanism.

Be aware of the stored energy in the strap.

Whilst using the strap always ensure that the strap hooks are correctly located to prevent them coming loose under tension.

Pallets should be loaded width-ways on the trailer and should be positioned behind containers and secured with straps.

See Trailer Strapping

For Trays Locate strap hook on the side bar **behind** the front face of the trays.

Strap should be positioned flat across the front of trays, avoid twisting, locate end hook into side bar, again **behind** the front face of the trays.

Tighten straps with the use of the ratchet.

NOTE: ALL LOADS MUST HAVE THE REARMOST EQUIPMENT DOUBLE STRAPPED

This must be completed whether these are loaded or when reloading for RSU /return delivery.

The driver that loads the returns or waste containers and other equipment may not always be the driver that unloads the vehicle. **Always ensure that you double strap the rear most stacks and ensure that they are properly secured**.

Ambient trailers **MUST** have 2 horizontal straps used to secure the rearmost row of equipment.

Collection of Waste and Electrical Returns Procedure

When delivering the goods to store you may be required to re-load the trailer with certain types of returns. You will be notified of the returns prior to leaving the depot. Waste streams must never be mixed; i.e. Animal by Products, Food Waste and Bakery Surplus must always be in separate cages.

Waste can be returned in either a full size or slim line four sided cage.

The following rules must be adhered to at all times for collections.

Animal by product waste returns [Chilled vehicles]

- You are **NOT** permitted to carry any animal by-products [Fresh meat waste] on the same vehicle as "for sale" items. Only when the vehicle is empty of all deliveries can this be carried
- The animal by product waste must be frozen, packed in blue bags inside a green tray with green handles.
- Each store will present their recorded Food Waste in tied brown Food Waste bags. The store will place the brown Food Waste bags into a lined Food Waste cage. Each container will have the store identification number displayed
- The store will complete the Waste Transfer Note. A Waste Transfer Label will be stuck to the Food Waste cage liner. The driver is to retain the top 2 copies.
- Reject the pick up if the returns are not correctly presented

Bakery returns [Chilled vehicles]

- Bakery returns are to be packed in tied pink Bakery Surplus bags inside a Bakery Surplus 4 sided cage.
- Ensure there are no other coloured bags inside the container
- The Waste Transfer Note is to be attached to every pink bag and the driver to retain the top 2 copies
- The bakery waste is to be loaded as a priority if there is any available
- Reject the pick up if the returns are not correctly presented or have signs of animal by product waste IE blood on them

Electrical returns [Ambient vehicles]

- Electrical items are to be placed in 4 sided containers and sealed at every entry point
- High value small items should be sealed in inverted trays with a minimum of 2 seals attached
- Driver is to check the seals against the Hard Line Returns Container Label. This will include the seal numbers, date sealed, store number and name, who sealed them
- Any large electrical items which do not fit into the 4 sided containers can be returned on 2 sided containers wrapped in green shrink wrap with the store identification attached
- Complete the retail delivery record in which the driver and store representative must sign to verify compliance

Supermarket Consolidated Loading & Unloading (Light Loads)

In an attempt to increase load fill, loose items ("Light Loads") are loaded on top of cages & pallets. Light Loads are cases up to 5Kg and include examples such as crisps, toilets rolls, tissues, cereals etc.

1. To help prevent the risk of tissue cases falling when the trailer doors are opened, light loads will not be placed on/within the first row of cages within the trailer

2. However, beware of the possibility of loads moving in transit and open trailer doors slowly and with caution

3. Report loads which have moved / collapsed immediately to the Back Door Staff. This will enable an assessment to be carried out so that the equipment can be unloaded safely

4. Remove consolidated items from the cage by obtaining an empty cage to place the consolidated items in. The Back Door Staff will provide an empty cage to allow for easy transfer and stacking,

5. Do not move the consolidated cage without first removing the loads placed on top of the cage. Check the cage for any defects prior to use which should have four wheels, rolls freely and is in a good state of repair with two red straps either side of the cage

6. In the event that the cage provided is defective in any way, ask the Back Door Staff to provide a replacement cage

7. Remove the consolidated loose items from the cage to decant stock into further cages before moving the cage using correct manual handling techniques. N.B. Loose items on top of a cage can become dislodged. If in doubt assistance must be sought from Back Door Staff

8. If the load is insecure, poorly loaded, overloaded or damaged (including leaking product) or the container is defective (wheels, straps, doors hooks etc.) report it to Back Door Staff (see Bad Load Reporting). No attempt should be made to move the cage without assistance. Ensure the spillage is cleared from the trailer bed

9. If for whatever reason (defective or unstable cage) the cage starts to fall **ALLOW IT TO FALL**. **ON NO ACCOUNT ATTEMPT TO HOLD OR RESCUE THE CAGE. GET OUT OF THE WAY AND SHOUT TO WARN OTHERS**

10. Damaged or defective cages should be emptied and restacked into another serviceable cage. Damaged or defective cages should be returned to depot and reported to allow repairs/ replacement to be completed

11. At all times ensure that you follow the training that you have been given and ensure that correct manual handling techniques are in use. If in doubt assistance must be sought from Supermarket Staff

Examples of Consolidated Tissue Loads and Light Loads and loading of cages with loose items

When reaching for the light cases over head height ensure you have a firm footing and do not over stretch.

Apply cage straps and tension before unloading the completed cage as normal.

Removal of light cases from within a cage is to ensure that the right product goes to the right aisle within the store.

Secure the straps to hold the contents once the cage has been stacked full – load to the top of the frame of the cage.

Ensure the back fits tight around the frame of the cage, place one hand in the loop and the other hand needs to support you by holding the frame of the cage as shown in the picture left.

Pull the strap with a steady controlled force until the products in the cage are secure.

Do not pull the strap with a sudden strong jerking action and do not attempt to over tighten the strap beyond the tightness required.

The consolidated UOD (Unit of Deliveries) labels will be stuck to a sheet of paper. This must be handed to the Store person before unloading. This will help identify the number of light cases loaded for the store.

Manual Handling

1. **ASSESS**

The task you are about to undertake
The characteristics of the load
Your own capabilities and limitations
The environment that we work in

2. TURN AND FACE THE ACTION ®

- Move your feet to face the object
- Avoid twisting
- Move from the feet and not the waist

3. GET YOUR BEST FOOT FORWARD

- Work in a balanced manner
- Create a 'Safe Zone' to lift from
- When pushing or pulling, keep your upper body weight within the 'Safe

4. ENGAGE THE LEGS AND APPLY THE POWER

Unlock the knees to engage your powerful leg muscles

The lower you squat, the less power you've got!

Maintain your back's natural curvature

AVOID TWISTING

Keep your feet aligned with your hips and your shoulders to avoid twisting.

Twisting creates unnecessary pressure

Move your feet throughout all tasks

STACKING LOADS

It is important to ensure you assess, face the action, get a foot forward and lift from within your 'safe zone' using your legs.

Hold the load close, pivot the load on the edge and slide into position

Avoid twisting
Do not over-reach
Ask for assistance if required

CARRYING A LOAD

Assess your route before beginning your journey.
Keep the load close and avoid carrying on one side.

Remember to assess your own limitations

Seek assistance if required

Be aware of your environment

SETTING DOWN A LOAD

Face the action and get your best foot forward. Place one edge down, pivot and slide into position.

Avoid twisting
Do not over-reach
Ask for assistance if required

PUSHING

Assess before you start and don't forget to consider the route. Face the action, get your best foot forward, place two hands onto the object to assist in avoiding twisting, unlock the knees and use the power from your legs.

Avoid pushing with feet in line
Make sure that you can see where you are going
Make smooth movements
Damaged cages need to be reported

PULLING

As with pushing; always start with the assessment, paying particular attention to your planned route.

Place two hands on the object to avoid twisting, get your best foot forward and unlock the legs to apply the power

Twisting when pulling exposes the shoulder joint to additional pressure - avoid it!
Always report damaged cages
Seek assistance if required

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TWO PERSON/TEAM LIFTING

As with all manual handling tasks, the assessment is key. When lifting as part of a team, the techniques don't change. Assess, face the action, get a foot forward and unlock those knees. The key to success is lifting together so good, clear communication is crucial.

Make sure that everyone understands how the lifting instruction will be communicated e.g. 1, 2, 3, LIFT!
Good communication is essential for both setting down and picking up

Supermarket Store Delivery

Ensure that you have obtained and that you **read the detail of the Supermarket Store Risk Assessment** as this will provide you with further information regarding potential hazards, and risks you may encounter and precautions you may be required to carry out.

Where possible, always ensure your unit/trailer is parked on level and even ground which is well lit and free from debris, potholes and other obstacles which may be slip or trip hazards.

Types of Loose Load Equipment

Slim Line Roll Cages:

1. General

Always follow Loose Equipment SSW procedures when manoeuvring Loose Equipment and prior to unloading carry out a visual check for any poor loading or damage to product or equipment. If you discover a bad load, politely report it to the Store staff immediately following the bad load reporting procedure.

Slim line roll cages are lighter and narrower than standard cages and have the potential to roll or tip over if left unattended on a slope. Park the vehicle in the delivery position identified on the store's delivery risk assessment employ one or more of the following options.

- Use air-suspension to level the vehicle.
- Position the Loose Equipment (next to be unloaded) side-on in the trailer
- Re-strap them or strap them to the trailer's side-wall
- Remove them from the vehicle until they can be safely reloaded

If you are transporting refrigerated products, the store backdoor person will be required to check temperatures prior to you unloading.

Unload the Loose Equipment one at a time onto the handover point (for example dock leveller, scissor lift, back door load area) which is stipulated in the Store Risk Assessment and follow your training as described in Loose Equipment.

The Store Back Door staff will manoeuvre the Loose Equipment into the warehouse from the handover point.

If you have any problems manoeuvring a loose container, for example where the container may be awkward to move or where there is a step up onto the bridge plate, request help from the Store Back Door staff.

Once unloaded, ensure the trailer floor is clear of any debris or damaged product prior to loading.

Load the vehicle with any empty Loose Equipment and restrain.

If you encounter any hazards near misses or an accident, report to the Store Supervisor and your Site. Ensure personal accidents are entered into the Supermarket Store accident book. You should then always report the accident via Driver Line (for Ireland phone the originating depot) if you are able to do so.

2. Bad Loads

Some bad loads can be quickly remedied without completing a bad load report because the issues or defects are minor.

However, where equipment is faulty or has been loaded in such a way that it could cause or has caused a significant injury to the Driver or member of Supermarket staff, it must be reported.

Below are some examples of a bad load (non-exhaustive list):-

- Damaged or faulty loose equipment (cages or dollies including wheels) or broken pallet
- Overloaded loose equipment or pallet
- Incorrectly loaded loose equipment or pallet (heavier items on top of lighter)
- Poorly stacked loose equipment or pallet
- Loose items poorly balanced on top (Base of item on top must be under the top bar of the loose equipment)
- Damaged or leaking stock / trailer floor soiled
- Wheels containing debris preventing free movement
- Unloading position of loose equipment within the vehicle (steerable wheels should face you) If a driver arrives at a store and has identified a bad load he must follow below:

Reporting and dealing with a bad load

a) Notify a store representative immediately, ensuring that you take a note of their name for reference later

b) If possible, take photographic evidence of the bad load

c) Obtain the **UOD (Unit of Deliveries) number of any Loose Equipment** that was defective or badly loaded.

d) Isolate any defective Loose Equipment in conjunction with a store representative in order that it cannot be used further and can be inspected

e) Phone Driverline 01189040010 stating your originating depot (for Ireland phone the originating depot) and report all bad load details

f) If you have an accident due to a bad load, where practicable follow the above process and ensure the Supermarket Store accident book has been completed

3. Arrival at the Supermarket

Some Supermarkets may have a gated yard where you will be required to press an intercom button to gain entry. The backdoor staff will open the yard gate and allow you access once they have checked that the area is clear of personnel and other vehicles or containers in the yard to allow you safe access to the delivery point in accordance with the plan on the Store Risk Assessment. Some sites may be required to provide you with competent assistance to reverse which will also be stipulated on the Supermarket Store Risk Assessment.

4. If the Supermarket has a Dock Leveler

If the Supermarket has a Dock Leveler, the Back Door person will inform you which Dock you are required to use. Manoeuvre the vehicle following reversing and slow Manoeuvres SSW towards the dock leveller ensuring it is displaying a green traffic light. NEVER remove a trailer or place a trailer on to a bay that displays a RED light.

Some sites may be required to provide you with competent assistance to reverse. This will be stipulated on the Supermarket Store Risk Assessment. If in doubt ask the Back Door person.

N.B If you lose sight of the backdoor person assisting you, stop immediately and do not move again until contact has been made with them.

Once you have reversed your vehicle against the dock leveller buffers, apply the vehicle handbrake, switch off the engine and dismount from the vehicle using three points of contact before locking the cab.

Enter the store loading and unloading area via the designated entry point (as advised by the Store Backdoor person and Store Risk Assessment) and report to the Store Backdoor person.

Check to ensure the dock leveller flap has a sufficient overlap (at least 100mm) into the rear of the trailer.

Raise or lower the Trailer to adjust the degree of slope to assist you in unloading Loose Equipment or pallets from the vehicle. N.B. If the dock leveller ramp angle is too severe for loading or unloading you should raise or lower the trailer until it is at a suitable height.

The store backdoor person will open the inner bay door (if applicable) and unseal the trailer enabling you to open the trailer door using the 'D' handle. Ensure that you raise the door gently and in line with your manual handling training.

Once unloading or loading has been completed, the backdoor person will raise the dock- leveller enabling you to close the trailer shutter door.

The backdoor person will then close the loading bay door enabling you to return to your cab, to exit the loading bay on a green light.

If a red light is displayed DO NOT leave the loading bay and re-check with the backdoor person.

5. If the Site has a Scissor Lift

If the Supermarket has a scissor lift, check with the Backdoor person and manoeuvre the vehicle towards the scissor lift. Some sites may be required to provide you with competent assistance to reverse. This will be stipulated on the Supermarket Store Risk Assessment. N.B If you lose sight of the backdoor person assisting you, stop immediately and do not move again until contact has been made with them.

Once you have reversed your vehicle up to the Scissor Lift, apply the vehicle handbrake, switch off the engine and dismount from the vehicle using three points of contact, before locking the unit cab.

If there is a concrete barrier between the scissor lift and the trailer, you must stop short of the scissor lift to allow the trailer seal to be checked and the shutter door to be partially opened at ground level (enough to allow it to be fully opened from the scissor lift when the trailer is in the delivery position).

NEVER climb over the scissor lift guard rail to open the trailer door with the trailer in the delivery position.

Connect the tail lift wander lead (if required) and lower the tail lift. The backdoor person must never operate the tail lift.

Stand on the scissor lift with the store backdoor person who will raise the scissor lift until it is level with the trailer floor. The store backdoor person will unseal the trailer and you can open the trailer door using the 'D' handle. Raise the door gently and in line with your manual handling training.

It is the backdoor person's role and responsibility to operate the scissor lift. You must not operate the scissor lift.

The Store backdoor person will push over the scissor lift's in-built bridging plate onto the trailer floor.

Raise or lower the Trailer to adjust the degree of slope to assist you in unloading Loose Equipment or pallets from the vehicle. N.B. If the bridging plate angle is too severe for loading or unloading you should raise or lower the trailer until it is at a suitable height.

The Store backdoor person will raise the bridging plate and lower the scissor lift to ground level and will remove the Loose Equipment before returning the lift up to trailer level.

You must remain on the trailer until all of the Loose Equipment has been unloaded.

If you encounter a problem for example, when manoeuvring any Loose Equipment, ask the backdoor person to assist with the loading or unloading the trailer

6. If the Site requires Back Door Delivery

After checking with the backdoor delivery staff, manoeuvre the vehicle towards the back door delivery area. Some sites may be required to provide you with competent assistance to reverse. This will be stipulated on the Supermarket Store Risk Assessment. N.B If you lose sight of the backdoor person assisting you, stop immediately and do not move again until contact has been made with them.

If the vehicle is parked on a slight slope, use air-suspension to level the vehicle. If there is a risk that loose equipment could still roll out of the vehicle, report to a Store Supervisor.

If a store as a fixed dock/plinth always position the tail lift (both under-slung and column) with the bulk of the tail lift platform on the dock and not just the tail lift flaps.

If you have an underslung tail lift, reverse towards the dock/plinth and then stop approximately three metres short of it in order to fully deploy the tail lift to trailer floor height. Reverse the final three metres (guided by store staff as per store delivery risk assessment), stop the vehicle before contact is made with the dock and then lower the tail lift onto the dock/plinth ensuring that as much of the tail lift platform as possible is rested on the dock surface.

The backdoor person needs to ensure the dock is clear of all obstructions before the final part of this manoeuvre.

When operating the tail lift ensure the backdoor person stands at least two metres from the tail lift.

The backdoor person must **never** operate the tail lift.

Lower the tail-lift to ground level then stand on tail-lift and raise and stop at half point to allow the Store backdoor person to raise the tail-lift flaps (or the Driver does on low-noise tail-lifts)

Use the control buttons on inside of trailer or the wander lead to raise the tail-lift until level with the trailer bed floor, standing sufficiently clear of the tail-lift edges with legs apart to prepare for potential jerking movement when lift is operating.

Unload or load in accordance with TRAILER MOUNTED TAIL LIFTS.

N.B. As you place the Loose Equipment onto the tail-lift, ensure the steerable wheels face the direction of store staff unless there is an adverse camber, in which case the steerable wheels must be left 90 degrees in the opposite direction from them.

Up to 2 standard cages, 3 slim-line cages, 3 dollies or 1 pallet can be lowered on the tail-lift at any one time. However, the two members of store staff assisting to unload the delivery must only ever transfer one into the store at a time.

N.B. There must be two trained backdoor persons to assist with tail lift operations unless a store has a roll-cage mover then only one person is required to unload cages from the tail-lift.

When loading or unloading is complete return to ground level on the tail lift, close the trailer shutter door (keeping your fingers well clear of the door and the floor of the trailer) and stow the tail lift in its safe travel position.

If nests of Loose Equipment are to be loaded via the tail-lift in the yard then it requires two trained members of store staff to work together to position each nest of 5 cages onto the tail- lift, however individual loose equipment can be placed onto the tail-lift by one member of staff.

7. <u>Store Delivery in a Public Area Arrival</u>

Upon arrival at the site park your vehicle in a safe position as illustrated on the store delivery risk assessment, apply the parking brake switch on the hazard lights and contact a member of the store team.

They are trained to assist you to manoeuvre into the designated unloading area, controlling public access and egress and use of cones to prevent parking. Unload or load in accordance with **TRAILER MOUNTED TAIL LIFTS.**

If you are required to carry out as Kerb-Side Delivery.

Some stores may have high kerbs where loose equipment has to be unloaded from tail lift side-flaps onto raised kerbs.

Tail lift support blocks are designed to allow all the weight of the tail lift and the cages on it to be applied to the ground and therefore eliminate tail lift movement when units of delivery are removed from it.

If required Back door staff will affix these onto the rear tail lift flaps and you need to ensure that when lowering the tail lift with these devices fitted, the tail lift lower button is depressed until all tail lift and vehicle/trailer suspension movement has stopped. This means that all the weight of the tail lift and cages have been removed from the vehicle/ trailer suspension.

Unload or load in accordance with **TRAILER MOUNTED TAIL LIFTS.**

N.B. As you place the Loose Equipment onto the tail-lift, ensure the steerable wheels face the direction of store staff unless there is an adverse camber in their direction, in which case the steerable wheels must be left 90 degrees in the opposite direction from them.

Up to 2 standard cages, 3 slim-line cages, 3 dollies or 1 pallet can be lowered on the tail-lift at any one time. However, the two members of store staff assisting to unload the delivery only ever transfer one UOD each into the store at a time.

Before dollies can be removed from the tail-lift store staff will place a Load Hog Lid) onto the dolly stack and secure its two straps to the base of the dolly in order to prevent trays from toppling when removing

Setting Up a TCT/TET Trailer For Loose Equipment

Important notes

To enable Eddie Stobart vehicles to transport Loose Equipment it requires a modification to the existing TET or TCT trailer to be completed.

This involves adding side bars to the trailer into which strapping can be secured to ensure the loaded cages remain securely in place during transit.

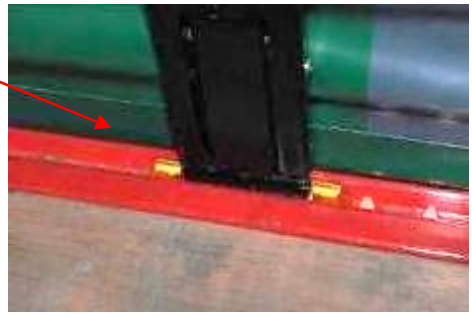
Before starting this operation make sure:

- THE CURTAINS ARE CLOSED AND BUCKLES ARE SECURED
- THE TRAILER BED IS DEBRIS FREE, IF NOT SWEEP THE BED AND REMOVE THE DEBRIS, DO NOT APPROACH AN OPEN TRAILER EDGE BACKWARDS ALWAYS SWEEP OUT FROM HEADBOARD IN A FORWARD DIRECTION
- THERE IS SUFFICIENT LIGHT
- MAINTAIN 3 POINTS OF CONTACT USING THE TRAILER STEPS WHEN MOUNTING AND DISMOUNTING THE TRAILER BED

Where difficulty is found in the movement of equipment during loading or unloading ask for assistance. (For example, damaged or stiff wheels, overloaded or heavy cages, etc)

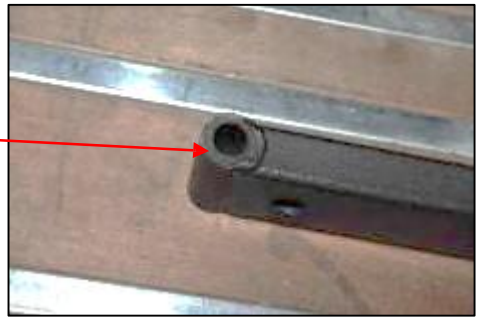
The Supermarket Cage Bars are stored at the front (Headboard) of the trailer; note all the holes in the bars are facing outwards.

Ensure all the sliding roof supports are in the correct position before building up the trailer.
The trailer foot bars should locate in the groove in the chock rail.
If these are not positioned correctly you will be unable to insert the bars onto the spigots.



The Locating Pins for the Side Bars are located on the Posts along the side of the trailer. These are CAPTIVE and cannot be removed. If they are not present DEFECT the trailer.

Each Side Bar has a Locating Hole at each end; the SDC bars only have securing holes on 1 side of the Side Bar



Removing Bars from Headboard Storage Slots

Use a strap (Ratchet type) with a hooked end, place the hook end into a securing point and pull upwards to take up the slack and remove the risk of the strap slipping out of the securing point.

Grip the strap about 6 inches above the hook with your LEFT hand and push upwards.

This will lift the bar enabling you to get a good hold with your RIGHT hand and take the weight of the Side Bar.

You will now be able to remove the hook, using both hands lift the bar out, once you have turned around place 1 end of the Side Bar onto the floor.

The recommended method of carrying bars within the trailer is to place one end flat on the floor and drag it.
Always face the direction you are walking.
Once you are in position where the side bar is being located, pick up the bar using correct manual handling techniques.

Bar Placement

Position one end of the bar onto the locating pin, and pull towards the other locating pin, then lower the other end onto the locating pin. Lower into position.

Keep your back straight and arms extended.

Close the locking pins to ensure the bar remains in place during transit.

The pins MUST be HORIZONTAL otherwise the bar could work free from the spigot.
Ensure the holes in the bar are facing inward.

Continue until all side bars are in place.
Please note: Older trailers may have locking pins attached to chains.
Place the locking pins in from the curtain side. This reduces the risk of the locking pin coming out. If these pins are not present, defect the trailer as VOR.

Note: Schmitz trailer posts have a different captive bar securing mechanism. The silver bar flips over and down to secure the bar in place.

Removal of the bars is simply the reverse of the setting up process. Lift the clips at each end of the bar and remove the bar at each end.
Remember put 1 end of the bar onto the trailer bed to reduce the weight you are carrying.

When storing the bars on the headboard ensure the first bar goes all the way to the bottom of the runner on the LEFT side first, this will ensure you can safely store all the side bars in the area provided.

Take care when putting the bars back into the storage area, once the left hand side has been lowered into the storage position start to lower the right hand side and then drop the bar into place.

Important Safety Notes

1. If the locating pin is not able to be locked (e.g. the locating pin will not move or is missing) the trailer can not be used to transport cages safely. The defect must be reported.
2. Always ensure the trailer curtain is secured when you carry out this procedure. A fall from height (even from the height of a trailer bed) can result in serious injury.
3. NEVER place a side bar across the width of a trailer; they MUST only be located along the side, NEVER climb onto the bars.
4. Ensure that you maintain 3 points of contact at all times when Mounting and Dismounting Trailer Beds when carrying out this procedure.
5. Ensure the trailer is empty before carrying out this activity. DO NOT under any circumstances attempt to remove the bars when standing on the floor next to the trailer.

Hand Pallet Trucks (HPT)

Pre-Use Inspection

- Inspect the entire truck (especially the wheels and the load handler) for visible signs of damage
- Ensure there is smooth wheel motion when pushed and pulled, check for debris wrapped around the wheels, remove immediately as this can cause severe damage to wheel bearings
- Ensure the hand lever mechanism is working smoothly, push lever down then pump handle up and down to raise forks
- Ensure there is no sign of hydraulic fluid leaking from the handle area, (at the base, between the forks)
- Inspect the forks; these should be without breaks or cracks to be able to carry the maximum recommended weight
- Is the Hand Pallet Truck capable of carrying out the task required?
- Any Hand Pallet Truck that is un-useable must be placed in a safe area and identifiable with a VOR notice. Any damage or defects must be reported to your Supervisor

Safe Operations

The Truck forks must always be fully inserted into the pallet. Raise the load by moving the tiller up and down, until the desired lifting height is achieved.
The truck can be pulled or pushed from the tiller arm.

Walking Position

The HPT must be operated at a speed suitable to local conditions. Look in direction of travel with a clear view of route ahead. You must always observe for an adequate braking distance and must be in control of the HPT at all times.

When steering to the RIGHT:

- Stand to the RIGHT of the HPT
- Hold the tiller with your LEFT hand

This photo shows the WRONG position for completing a right turn. The working space between the operator and the load is confined.
There is a high risk that the pallet will hit the back of your leg / foot causing injury.

This photo shows the correct position when STEERING TO THE LEFT.

- Stand to the LEFT of the HPT
- Hold the tiller with your RIGHT hand

This photo shows the WRONG position for completing a LEFT turn.

The working space between the operator and the load is confined.

There is a high risk that the pallet will hit the back of your leg / foot causing injury.

Position for manoeuvring a pallet into a location.

NEVER leave the forks in a raised position.

The forks must always be lowered to the ground.

Do not park on an incline.

After use, ensure that the HPT is stored in a safe place.

Important Points

- On slopes and inclines the HPT must be driven with the load unit facing uphill
- The HPT must not be turned, operated at an angle or parked on inclines or slopes
- In an emergency the HPT can be stopped by lowering the load, but be aware that the load may become unstable and collapse
- Inclines must only be negotiated at slow speed, with the operator ready to brake at any moment
- Passengers must NEVER be carried on the HPT forks
- NEVER use the truck as a scooter or stand on the forks
- You must never run with a HPT
- When operating a HPT on a trailer, be aware that it may be on an incline
- Different makes of HPT may have alternative methods to lower the forks

HPT with foot pedal.

HPT with hand lever.

NOTE: Ensure your feet are not positioned under the load prior to lowering the forks. There is a high risk that they may be crushed by the lowered load.

Safe Use of Powered Pallet Trucks (PPT)

Drivers Using Customer Supplied PPT

Enter the site and conform to instructions and site conditions specified and ask the Goods In Supervisor (or similar) to provide instruction in the use of this equipment.
Ensure that there is a WRITTEN document for you to sign acknowledging that you have received this instruction When you are satisfied that instruction has been provided and you are confident that you can operate the equipment safely. **IF IN ANY DOUBT** – Ask

Sign the document and retain the copy of this instruction document for your Agency. Always carry out a documented pre-use check and report defects to a supervisor.

Ensure where you operate is free from debris, potholes, spilled fluid etc., you have adequate clearance, local lighting [dock lights] are working and trailer curtains are closed and fastened.

Face the direction of travel, DO NOT WALK BACKWARDS onto or from the trailer bed. If your vision is obscured, look from side to side and operate slowly. If in doubt, stop and check.

Do **NOT** use mobile phones when operating.

Check the weight you are transporting does not exceed the Safe Working Load (SWL) Always remove the keys when not in use.

Approach the load slowly, position forks centrally under the load, ensure the load is evenly balanced and correctly centred making sure the forks do not protrude OUTSIDE the load.

Always stand with both feet on the footplate; Never stand between the PPT and a fixed object.

Slow down and drive with care as there is a change in level and gap between the trailer and dock leveller. (Trailers can creep forward) Be aware of this gap – **DO NOT** step into it.
.
Slow down and sound the horn when approaching corners, people and other obstructions.

Switch off the charger before connecting or disconnecting checking leads for any damage.

DO NOT unclip curtains when rear end tipping and loading. This will ensure the PPT with you on it does not fall off the side of the trailer.

Work At Height

Work On Trailers On Bays and Dock Levellers

- When the trailer is backed onto a dock leveller there may be a change in level from the trailer bed to the leveller. Always be aware of this drop. There may also be a gap between the trailer and dock leveller. Be aware of this gap – **DO NOT STEP INTO IT**
- Before entering the trailer ensure local lighting [dock lights] are present and in working order, report any defects and **DO NOT USE** if faulty
- Face the direction of travel, **DO NOT WALK BACKWARDS** onto or from the trailer bed
- If using a PPT drive slowly and safely at all times especially when entering and exiting the trailer where the dock leveller meets the trailer to prevent any movement
- Always be vigilant when travelling backwards on a PPT and face the direction you are travelling in
- Always ensure that the curtains are closed and clipped when you are working on the trailer bed. Trailers can creep forward as they are loaded. Continually check that there is a sufficient portion of the dock leveller engaged on the trailer bed. Hazards should be removed/cleaned up before you start work. Any hazards that appear as you work must also be removed
- Use a Key Control System to prevent unauthorised movement of the trailer

Work at Height in Other Areas

Some important rules to remember whenever you are working at height

1. Take extra care in adverse weather conditions (e.g. rain, snow and ice) as this will make your feet and the equipment more slippery. Also consider diesel on the soles of shoes after using the fuel pump. Ensure your soles are clean
2. Whenever you are ascending or descending equipment always maintain 3 points of contact
3. DO NOT carry out any tasks with your back to the open edge, ALWAYS face the exposed edge. Always face the direction of travel when working on docks and bays
4. When working on trailer beds the curtains should ALWAYS be closed with at least every 4th curtain clip fastened and fully tightened
5. Always be aware of slip, trip and fall hazards. Remove the hazard before continuing to work. Ensure your planned path is clear before you ascend/descend from height
6. Be aware of changes in level (e.g. from trailer bed to dock levellers). DO NOT walk backwards – always face the exposed edge/change in level. Be aware of slip hazards
   – particularly on wet dock levellers. There can be a gap between the dock leveller and the trailer bed. Ensure you are aware of this gap and DO NOT step into it
7. Always be continually aware of your surroundings. Be aware that situations can arise whilst you are working. Always plan your route up and down when working at height
   Continually assess the area whilst you are working

Always maintain 3 points of contact when ascending or Descending Always face the

exposed edge – Do not put your back to it

When working at height always be continually aware of your surroundings

Trailer Doors

Trailer Door Mechanisms

There are various door mechanisms on Eddie Stobart trailers, the following are examples: Double handle connected to internal door poles with locating cams at the top of the door
Be aware the mechanism is spring loaded and contains stored energy.

To open:

Grip the handles and pull them smoothly towards you with your hands.

Do not release both rear doors at once

DOUBLE LATCH AND EXTERIOR POLES WITH LOCATING CAMS AT TOP & BOTTOM

To open:

Rotate the hasp until the handle is free.
Grip the handle and lift it upwards out of its retaining lug.
Pull the handle smoothly towards you, this will rotate the door pole and free the cams at the top and bottom of the door.
Ensure that the handles are fully open before you attempt to open the door, this will ensure the release of the door cams.

Double handled latches with external poles and locating cams at the top and bottom of the door.
Ensure that the handles are fully open before you attempt to open the door.

Opening Doors

Unlock and slowly open the door about 2 feet standing far enough back so that you can move out of the way if the load collapses against the door.

Check that the load is secure by peeking around the side of the door.

If there is any problem with the load, do not open the door further and report the situation to your supervisor.

DO NOT OPEN BOTH DOORS AT ONCE. IF THE LOAD IS LOOSE THE DOORS MAY BE FORCED OPEN.

If it is safe, continue to open the door.
Be aware in windy conditions that doors can be blown open.
When fully opened, secure the door using the spring loaded door retainer. Repeat this procedure with the other door.

NOTE: There are several different types of door retainers, see the following examples*:*

Universal Door Retainers

Spring loaded bar

Hook and cable

There may be other variants used on our trailers, ensure they are in place, free from damage and are working correctly as part of your pre-operation trailer check. Report any damaged or defective equipment to your supervisor.

Closing Doors

Close the left hand door first. When closing the doors ensure the catches are engaged. Place your right hand against the door; using the palm of your left hand, push against the spring loaded catch until it clicks into place.

When closing the mechanical (exterior pole) type doors, ensure that the catches have engaged at both the top and bottom of the doors before pushing the handles smoothly towards the door. Ensure the handles are properly seated in the retaining lugs and the hasps are located so that the handle cannot come free.

Roller Shutter Doors

Some of the trailers we use for deliveries are fitted with Roller Type Doors These can only be opened or shut when the tail lift is correctly deployed The doors are fitted with:
A locking handle
2 handles to use to aid opening 1 handle to aid closing
To open first unlock the door by moving the locking handle to the right
Grip the handle (s) and lift upwards in a smooth, controlled manner to open the door. Remember to bend your knees and not your back when carrying out this activity.

To close the door grip the strap and pull down in a controlled manner.
If you are using the higher mounted handle continue to pull the door down until you can reach the 2 handles at the bottom of the door.
Transfer your grip to these handles and continue to close the door in a smooth controlled manner. Ensure your hands are clear of the closing gap between the bottom of the door and the trailer bed. When it is completely closed move the locking handle to lock the door.

Trailer Mounted Tail Lifts

Some of the trailers used in the transportation of cages are fitted with Tail Lifts. There are four versions currently in operation:

- Radcliffe Rear Mounted
- Dhollandia Under-slung
- Dhollandia Under-slung with hydraulic ramps
- Dhollandia Rear Mounted

This Safe System of Work (SSW) concentrates on the processes that need to be followed if you are operating a trailer mounted tail lift.

Important Points

1. When you have completed using the tail lift remember it is essential that the power connection cable is removed, coiled and stowed safely in the stowage compartment.

2. Ensure the compartment is locked.

3. **Remember** – without this small piece of cable you will not be able to operate the tail lift and your delivery will be delayed. In the absence of this connection you must not attempt to operate the tail lift.

4. No unauthorised persons are allowed on a tail lift. NB. Only one person on the tail lift at any one time

5. Check the Tail Lift's Safe Weight Limit and adhere to it. There will be a sticker clearly displayed on the equipment specifying this information.

6. Always engage tail lift load safety devices before use.

7. If unloading a full trailer using the tail lift, stand on the raised tail lift, pull, manoeuvre and turn each of the first two loads in order that they are facing forwards onto the tail lift. The remaining loads can can turned and maneuvered inside the trailer before pushing them onto the tail lift. ONLY THE FIRST TWO ROWS OF LOADS SHOULD BE MANOEUVRED ON THE TAIL LIFT. A MAXIMUM OF TWO LOADS in accordance with the SWL shall only be placed on to the tail lift,

8. When loading or unloading using the Tail Lift ensure the area is clear. No person should stand closer than 3 metres. Think! If you lose control of the load could anyone be injured - now move further away!

9. Loads should always be pushed onto the tail lift , not pulled.

Providing Power to the Tail Lift

As a safety feature, the tail lift is designed so that it cannot be operated unless a connection cable is in place between the cab and the trailer

Step 1

- The power connection cable is stowed in the offside storage compartment of the cab
- Check that both connectors are not damaged and there are no exposed wires
- To fit the power connection cable you will need access to the catwalk
- Push the male 'Anderson' fitting at one end of the power connection cable into the corresponding fitting at the rear of the cab

NOTE: Check the fittings are clean and dry.

Step 2

- Push the male 'Cowbell' end of the power connection cable into the connection on the trailer head-board
- Engage the claw part of the securing lever into the corresponding recess
- Pull the securing lever fully home to make a firm connection

Power Cables i.e. Anderson Leads.

The power leads i.e. Anderson Leads **MUST** be stowed away in the cab side locker or the passenger floor of the cab.

You **MUST** not drive with the power leads connected to the unit or the trailer.

DO NOT use damaged or defective power leads.

Radcliffe Type Tail Lift

Step 1

- The controls for raising and lowering the tail lift are located in a lockable box, fitted to the rear, nearside trailer pillar
- Unlock and open this box to reveal two buttons
- Press the button with the 'down' arrow to deploy the tail lift

NOTE: Ensure you keep your unused hand away from the descending tail lift

Step 2

- This is the spring loaded safety lock that keeps the tail lift in a vertical position when stowed
- This needs to be disengaged to enable the tail lift to be deployed in a horizontal position
- Ensure the safety lock is serviceable, if not defect the
- trailer as VOR
- To unlock the safety lock, lift it upwards and allow the tail lift platform to disengage

Step 3

- Push the corner of the tail lift platform away from the trailer
- This is spring loaded and will spring back
- Keep your hands and arms out of the crushing zone between the platform and the trailer pillar
- Continue pushing the platform until it is fully horizontal
- **DO NOT let go of the tail-lift, lower it under control**
- A safety lock will engage automatically to keep the platform horizontal and prevent it from springing back into the vertical position

Step 4

- To deploy the Side Load-Restraining Plates grip them by their handle and pull towards you then lift and lock in place
- The purpose of the plates is to prevent cages from falling from the platform
- **NOTE:** Only deploy 3 of these plates to allow access to the platform

This photo shows the platform with three Side Load-Restraining Plates fully deployed.

Ensure they are locked in place and cannot be pushed down.

Step 5

- Maintain 3 points of contact as you mount the tail-lift
- Deploy the final Side Load-Restraining Plate when you are standing on the tail lift platform
- Move to the centre of the tail lift (away from the exposed edge) as soon as you have fitted this final plate
- Remove the seal and open the rear door lock under control, as you push up the door look in case of falling loose items, be aware in case of loose roll cages
- Some Supermarket stores require the fitment of sidebars (boxing rings) or ramps to tail lift mounting slots. These are provided to prevent cages falling from the tail lift or to assist with cage removal. Ensure these are fitted correctly
- Please note that the driver's responsibility is to place the cages on the tail lift **ONLY**. The removal into the store is the Supermarket store staff responsibility.
- When you are standing on the tail lift you will only be able to raise or lower it by using the internal control box. This is located on the rear, nearside pillar.
- Keep away from the exposed edge
- To use the internal control, move the top button to a '10 o'clock' position, for safety purposes this also disables the low level control box
- To raise the platform press the up arrow button

Keep Away From The Exposed Edge

Step 6

This photo shows the tail lift fully raised with all safety plates deployed. **You are not permitted to operate the tail-lift unless these plates are fitted and deployed.**

Ensure the rear door is fully raised.

ONCE THE TAIL LIFT IS FULLY RAISED MOVE INSIDE THE TRAILER. KEEP AWAY FROM THE EXPOSED EDGE. THE TAIL LIFT IS TO BE USED FOR ACCESS ONLY.

Step 7

Stowing The Tail Lift

- To stow the tail lift is mostly a reversal of the deployment procedures with the following additional points:
- Pull down the trailer door prior to lowering the tail-lift (approximately half way down) use the strap provided. Ensure you can still access the internal tail lift controls
- Whilst still on the tail-lift, press the “down button” and lower the tail lift to a good working height so you can step off the tail-lift safely
- Turn the top switch on the internal control panel to 8 o’clock. This will activate the ground control panel
- Close the trailer door fully, engage the lock, re-seal if required, lower 1 of the side guards and step off the tail-lift

Step 8

Ensure all of the plates are placed in their horizontal position, storing the side guards first and then the end plates.

Lift the locking peg with your left hand whilst pushing down on the leading edge with your right hand. This will release the safety lock.

Step 9

Push the platform into the vertical position, because the platform is spring loaded this should not require much effort.

Always keep your hands and fingers away from the potential crush zone between the platform and the trailer.

Ensure the safety lock has engaged.

Step 10

- Using the control box on the near side rear of the trailer
- Press the up arrow button to engage the platform and rear hook

- **Keep fingers and hands clear of the tail-lift guides**
- This will lock the tail lift in the vertical position and stop it from falling
- Ensure the tail-lift is fully raised. **Always check this to ensure the lift is stowed safely**
- Close and lock the ground control box
- Remove the power connection cable and **stow it away in the cab side locker**

Under Slung Type

This type of tail-lift has two types of control panel, they differ in colour but the controls operate in the same way:-

- Left button – up and down, tilt up and down if available
- Middle button – slide the tail-lift platform in/out
- Right button – power button this needs to be pushed in and held to operate all the controls

Operation

To extend the tail lift:

- Turn the middle button to the right and hold until it is fully extracted.

To retract the tail-lift:

- Turn the middle button to the left and hold until it is fully retracted

To raise or lower the tail lift:

- Press the left button up or down while holding in the right button

NOTE: This is a two handed operation.

Step 1

- Photo showing operation of left (up/down) and right (power) buttons
- The 2 buttons to the right of the main control panel are to lower the hydraulic ramps if fitted
- Firstly lower the tail-lift away from the buffers, and then fully extend the tail lift using the buttons as described.
- Use middle button to extend the tail-lift fully
- **Once you have finished using the buttons close the cover to protect the switches**

Step 2

- Lift and lock the end and side plates. Leaving one lowered for easy access to the tail-lift platform
- Lower the platform until approximately 12” (30 cm) from the ground. Step onto the tail lift and lock the final side plate in position. Move to the centre of the tail lift as soon as you have done this
- Remove the seal from the door, unlock the door catch under control, push up the door, **and be aware of the risk of loose items falling or loose roll cages**
- Stand in the centre of the tail lift to access the internal wander lead

KEEP AWAY FROM THE EXPOSED EDGE

Step 3

- **To raise and lower the platform whilst standing on it**: Turn the power switch to the right; this is located to the left of the wander lead. This activates the internal controls and isolates the external controls
- Remove the hand held control and: Press the top button to raise the ramp

  Press the bottom button to lower the ramp
- NEVER travel down on the tail-lift when it is loaded with roll cages
- When travelling up on the tail-lift be aware of the trap hazard, keep your feet away from the edge where the tail-lift and trailer bed meet. **STAY AWAY FROM THE TAIL LIFT EDGE**
- **ONCE THE TAIL LIFT IS FULLY RAISED MOVE INSIDE THE TRAILER. KEEP AWAY FROM THE EXPOSED EDGE**

Step 4

Stowing The Under Slung Tail Lift

Pull the rear door partially (approximately half way) down using the strap provided

- Lower the platform down to the ground using the hand held control
- Replace the hand held control box into its housing, raise the tail-lift slightly if you are unable to reach the control box housing
- Turn the power button to the left, this will isolate power to the hand held control and activate the external controls
- Close the rear door fully engage the lock, re-seal if required, lower 1 side guard and step off the tail-lift
- Ensure all plates are returned to the horizontal position, storing the side plates first and then the end plate
- Using the external controls raise the platform about 12” (30cm) off the floor and retract the platform under the trailer, ensuring it doesn’t foul the buffers when being retracted
- Raise the platform until it makes a solid contact with the buffers. This will ensure that the tail-lift cannot move when you are travelling

Note: Always ensure the tail-lift is fully retracted before reversing onto a loading bay Never move a trailer with the tail-lift extracted

REMEMBER: KEEP AWAY FROM THE EXPOSED EDGE.

Under-Slung Dhollandia with Hydraulic Ramps

Important Points

The controls for this type of tail-lift are the same as the Dhollandia underslung tail-lift. Follow steps 1 to 3 for that tail lift.

Step 1

- **To extend the tail lift:** Firstly lower the tail-lift away from the buffers then fully extend the tail lift using the middle and right hand buttons on the control
- To retract the tail-lift: Turn the middle button to the right and hold until it is fully retracted
- To raise or lower the tail lift: press the left button up or down while holding in the right button
- **NOTE: This is a two handed operation**
- Once you have finished using the buttons close the cover to protect the switches
- Using the switch beside the main control panel, press the down button to lower the nearside ramp, this will allow easy access to the tail-lift platform

Step 2

- Open the trailer rear door fully; if the trailer is loaded lift the rear door carefully watching for loose items and roll cages.

Step 3

- Reach inside the trailer and switch over to the internal controls the switch is located just above the wander lead plug.

Step 4

- On the wander lead you have 4 buttons from the top;
  1. Raise tail-lift
  2. Lower the tail-lift
  3. Raise ramps
  4. Lower ramps

This shows the main internal control panel which is used to control which ramps are lowered the buttons must be in the correct position to operate correctly.

- **To raise or lower the tail-lift all the buttons must be to the left as the picture shows**
- You cannot lower any of the side or end ramps with the tail-lift in the raised position
- Once you have used the wander lead to lower the tail-lift to the ground, you then move the desired switches to the right to lower the ramps i.e. to lower both end ramps turn switches N/S rear and O/S rear to the right.

Before raising the ramps again return the switches back to the left.

If you do not return the switches to the left the ramps will raise and then lower again

Stowing the Under Slung Tail Lift with Hydraulic Ramps

- Pull the rear door down using the strap provided and lower the platform down to the ground using the hand held control
- Replace the hand held control box into its housing, raise the tail-lift slightly if you are unable to reach the control box housing. Turn the power button to the left, this will isolate power to the hand held control and activate the external controls
- Close the rear door fully engage the lock, re-seal if required, lower 1 side guard and step off the tail-lift
- Ensure all plates are returned to the horizontal position, storing the side plates first and then the end plates. Using the external controls raise the platform about 12" (30cm) off the floor
- When retracting the tail-lift platform under the trailer ensure all ramps are raised and the tail-lift is low enough to miss the tail-lift securing buffers. Ensure the tail-lift is fully retracted and then raised to lock onto the buffers this will ensure the tail-lift does not move in-transit

Dhollandia Rear Door Type With Hydraulic Platform Lift And Lower

Step 1

This type has a different control panel and the tail-lift platform is lowered using the control panel

This shows the control panel

- Left button – Up/down to raise and lower the tail-lift, sideways left to right to raise and lower the tail-lift platform
- Right button – power key turn the key to the right to switch on the power, return it to the left to isolate the power
- Using the control panel left hand paddle push it down to lower the tail-lift platform to a good working height
- Now lower the tail-lift platform using the left hand paddle sideways and to the right until the platform has fully lowered into the working position

Step 2

Raise the side and end ramps and lock into the raised position, leave 1 side ramp lowered to access the tail-lift platform safely.

Raise the last side ramp into the raised position ensuring it is locked in correctly, when raising or lowering ramps always follow correct manual handling techniques.

KEEP AWAY FROM THE EXPOSED EDGE.

Step 3

- Open the trailer rear door fully; if the trailer is loaded lift the rear door carefully watching for loose items and roll cages
- Reach inside the trailer and switch over to the internal controls the switch is the centre of the 3 switches
- This trailer does not have an internal wander lead

Switch layout

1. Left button – Raise the tail-lift platform
2. Centre button – Switching between internal and external control panel
3. Right button – Lower the tail-lift platform

- Using the left button press and hold to raise the tail- lift fully, keep away from the edges of the tail-lift, once the tail-lift is fully raised walk onto the trailer bed

- **Step 4**

- To lower the tail-lift press and hold the right button

- Fully close the trailer door, lower one side guard and step off the tail-lift, fold away all the side and end ramps correctly

- Raise the tail-lift platform into the stored position using the external control panel, use the left hand paddle move it sideways to the left and hold until the tail-lift is locked into position

- Using the left hand paddle push it upwards and hold to raise the platform fully, once it has been fully raised look on the offside of the tail-lift upper edge to ensure it has engaged the tail-lift lock correctly

When you have completed all the tail-lift operations you must ensure you remove the cowbell lead from the trailer and unit connection points and stow it safely in the side locker.

Safety Straps and Gates

- Dependant on tail lift type and customer requirement, the fitting of poles and straps as an extra safety precaution to prevent cages falling from tail lifts will be required. Some tail lifts will have safety gates already fitted
- The “Boxing Ring” fittings are to be set up by the driver – it is the drivers responsibility to ensure they are fitted correctly
- Back door staff will then remove the safety strap or unlatch the safety gate and then lower the flaps and begin to load / unload the tail lift
- Back door staff will then raise the flaps and secure the safety straps or gate
  Note: You MUST not raise / lower the tail lift with the flaps down or with the safety straps loose or safety gate open
- Once the delivery is complete the “Boxing Ring” can then be removed by the driver

Step 1 - Dividing Door Deployment

Important Points

1. DO NOT stand on any equipment or other items to gain extra height when carrying out this activity.
2. NO MHE activity is permitted in the trailer during this activity.
3. Carry out this activity in a smooth, controlled manner. **DO NOT** jerk the door.

The dividing door is stowed against the roof of the trailer.

To deploy:

- Grip the strap and pull downwards
- The door will pivot down until you can see the upper side
- Take hold of one of the handles on the upper side
- Grip the now visible second blue strap which will release the locking pins
- Continue to allow the door to fall in a controlled manner until it is completely vertical
- Push the door into its required position
- Ensure the door is straight and level
- Release the blue strap (this will engage the locking pins)

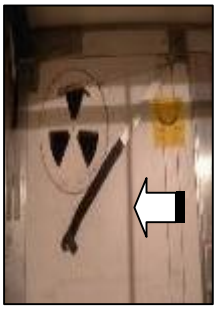
Check the locking pins are correctly seated in the lugs on both sides of the door.

Release the door sealing handle from its left hand position.

Move the handle fully over to the right.

The dividing door is now fully deployed.

Stowing the Dividing Door



Move the locking handle over to the left, this releases the mechanism.

Grip the centre strap and pull this towards you, the door will lift upwards.

NOTE: Do not attempt to lift the dividing door by the black handles until the door has release from the side locks.

When the dividing door is at a comfortable height:

- Grip it by the black handles and allow it to rise in a controlled manner
- Stand far enough back so that the door cannot hit you as it rises
- As the dividing door rises you will release your grip of the black handles and reposition your hands on the underneath of the door to allow you to push the door into its stowed position against the roof of the trailer

Carry out a final visual check to ensure the stowed dividing door is not touching or blocking the rear fridge unit.

Supermarket Style Dividing Doors

Step 1

- To gain access to the release cord pull the blue strap attached to the bungee cord on the side of the trailer, with your other hand reach and remove the yellow strap from behind the bungee cord release the blue strap under control

Step 2

- Pull the yellow cord downwards to release the locking mechanism, continue to lower the dividing door under control until the door is at a good working height
- Take the weight of the dividing door with one hand and release the dog clip with your other hand
- **Note:** There is another strap type that uses a ball release mechanism. This operates in a similar way but the ball must be released before the door is lowered

With the dog clip released continue to lower the dividing door into position behind the load, store the yellow strap behind the blue bungee strap on the side of the trailer, this is to remove the risk of the strap being in your way as you manoeuvre the load.

Step 3

Repeat this process on the other dividing door; once lowered ensure the dividing doors are positioned side by side to retain the correct temperature in each compartment, to store the dividing doors away repeat the process in the reverse order.

- Lift the dividing door using correct manual handling techniques
- Attach the dog clip
- Using the yellow strap raise and lock the dividing door in the correct position
- Stow the yellow strap behind the bungee on the trailer side wall

Load Securing

The Eddie Stobart Fleet includes Curtain-sided Trailers which have versatility of being able to be loaded or unloaded either through the rear doors or by opening the side curtains.

All Eddie Stobart curtain sided trailers are built to EN12642-XL specification, as with the XL rated trailers, the load has to conform to 'Positive Fit', this means pallets loaded in 2s with the rear 2 being secured, any odd pallets should be secured individually. Therefore the curtains can be considered as a load restraint up to 20 tonnes (50% Full load weight).

There is a yellow sticker on both curtains at the far end of the trailer near the rear doors to identify that it has been tested.

Under no circumstances should any work on trailer beds be undertaken with the curtains open. The curtains should only be open when the driver is at ground level.
Each trailer is fitted with a system of straps which can be used to restrain any carried load. You are required to comply with the processes detailed in this Safe System of Work (SSW) to ensure your own and your colleagues safety.

Roof secured internal strap

These internal straps hook into a ring housed in a central rail that extends along the length of the trailer. Damaged or missing straps must be removed/replaced at trailer service.

Do not remove or replace straps.

There is a closed rave hook at one end which is designed to fit over the edge of the trailer bed.

The strap has a buckle clip which is used to lock the strap when it has been sufficiently tightened.

When not in use, stow the straps in the purpose built hole in the trailer headboard.

Important Points

Each trailer is fitted with 13 sets of straps, enough to secure a complete load of 26 pallets (or 26 pallet stacks)

Prior to loading, ensure sufficient straps are removed from the headboard storage to secure the loaded pallets.

Carry out a visual check of the straps prior to use, any damaged, defective or missing straps must be replaced.

Take care when removing straps from the storage hole in the headboard. Straps can become snagged together and difficult to handle. Care must be taken when attempting to free snagged straps.

- **DO NOT** pull using excessive force if a strap is snagged
- Using both hands lift the snagged straps carefully out of the headboard storage hole
- It is possible that all of the straps have become entangled so this may require you to lift them altogether
- If this is the case you should complete the removal using several lifts

Be aware of the correct manual handling techniques at all times, ensure you are standing upright with a straight back and use small controlled movements to carry out this task.

- At all times be aware that there are metal components
- When the straps have been removed it is safe to attempt to untangle them

Securing A Stack of Pallets

Slide the strap until it is positioned over the relevant pallet stack The preferred position for the strap is central to the pallet stack

Clip the hook end of the strap over the underside lip of the trailer bed. Keep your hand on the hook end while you apply some tension to the strap with your other hand. This will help prevent the strap slipping off

With the locking ratchet open, pull the strap taut

When it is fully taut, close the ratchet

Ensure the pallet stack is secure and safe for transit

NOTE: When securing the final (rearmost) pallets of the load, the strap should be placed down the rear of the pallet, fed through the pallet base and attached to the under rails

NOTE: To remove the strap you must carry out the above procedure in reverse

- Open the buckle
- Loosen the strap
- Remove the hook from the underside of the trailer bed

➢ Be aware that by releasing the strap, the load will be released from tension and may become unstable. Be ready to move out of the way from falling stock

➢ If you are concerned about the stability of a load and the possibility that releasing a strap may be a safety risk report your concerns to a supervisor

Using Loose Ratchet Straps

PPE

Approved PPE: Any Agency or Subcontractors engaged by Eddie Stobart must wear PPE that carries the CE accreditation mark

Using Loose Load Straps -

DO NOT use straps which are of the incorrect rating, damaged or frayed. **DO NOT** tie knots in straps. Do not climb onto the trailer to secure a load. The next series of pictures taken at the Training Academy show a series of pictorial demonstrations of throwing the strap over the load

Prepare the strap by rolling it as illustrated.

Wearing gloves hold the rolled strap in your preferred hand whilst holding the hook of the other end of the strap onto the trailer load securing point.

Support the strap in the trailer load securing point and check that the area where you intend to throw the strap is clear of people or vehicles and shout a warning.

Count to five, check again that the area is clear, shout another warning and throw the rolled strap over the load using your preferred hand whilst still holding the hook of the strap in the hooking point.

Position the strap edge protection on both sides of the load as required by the customer.

Some higher loads may require positioning of the edge protector and strap using an extendable pole and attachment. Check with site regarding availability and always return after use.

Tension the strap ensuring you **DO NOT** over tighten the ratchet on the load straps as it may be difficult to release tension causing injury.

During the tensioning of the strap, ensure you stand slightly to one side and at arm's length from the strap/ ratchet tensioning device when you apply final tension to ensure that if hidden or stored energy is released during tensioning of the strap you will not be in direct line of any strap movement at head height.

This will ensure that any debris from the device will not come in to contact with your face or eyes should the device be soiled or wet.

Ensure the strap is secure to the fixing point. Once you have tensioned the load straps the load should not be able to slide forwards, backwards or to either side or be unstable. Nothing must be able to fall off whist it is being transported.

Ensure all excess strapping is tidily tucked away to prevent movement in transitl

NEVER pull hard on a stuck strap or try and force it through. It is stuck for a reason and 'something will give' resulting in you or others being potentially injured.

If releasing a load or curtain strap, do not use excessive force.

Using Integral Ratchet Straps (Curtain sided Trailer)

- Some of the curtain side fleet are fitted with integral ratchet straps. These are suspended from the roof rail as shown opposite
- The ratchet strap is captive on a loop that is designed to prevent the strap being removed from the trailer
- When not in use these straps are stored in the bulkhead in the same way that internal trailer straps are stored
- Removal of the straps is the same process detailed above for removal of internal straps

- **NOTE: Extreme care must be taken when removing straps from the storage hole in the headboard. Straps can become snagged together and difficult to handle. Care must be taken when attempting to free snagged straps**
- The straps should be roughly positioned on the trailer prior to the vehicle being loaded. This can be completed with the curtains closed and will vary with the type of load carried. Note: The load height should not be over 1.2 metres (4 feet)

- The length of the straps can be adjusted (each strap has two buckles on either side. Always wear your gloves when adjusting the length of the straps

Position the strap edge protection as required by the customer. Some loads may require positioning of the edge protector and strap using an extendable pole and attachment. Check with site regarding availability and always return after use.

- Each securing shackle on the trailer must only have one strap hook applied to it at any one time
- Straps must be tensioned in the same way as for loose load straps above. Do not over tighten and ensure you stand slightly to one side when tightening and releasing
- Ensure all excess strapping is tidily tucked away to prevent movement in transit prior to closing the trailer curtains

Loose Load Straps information

Use load straps of the correct rating. Check load straps regularly for damage – even a small cut or tear can reduce the strength of the strap significantly and report damaged or broken straps.

DO NOT use straps which are of the incorrect rating, damaged or frayed. DO NOT tie knots in straps.

The Blue Label

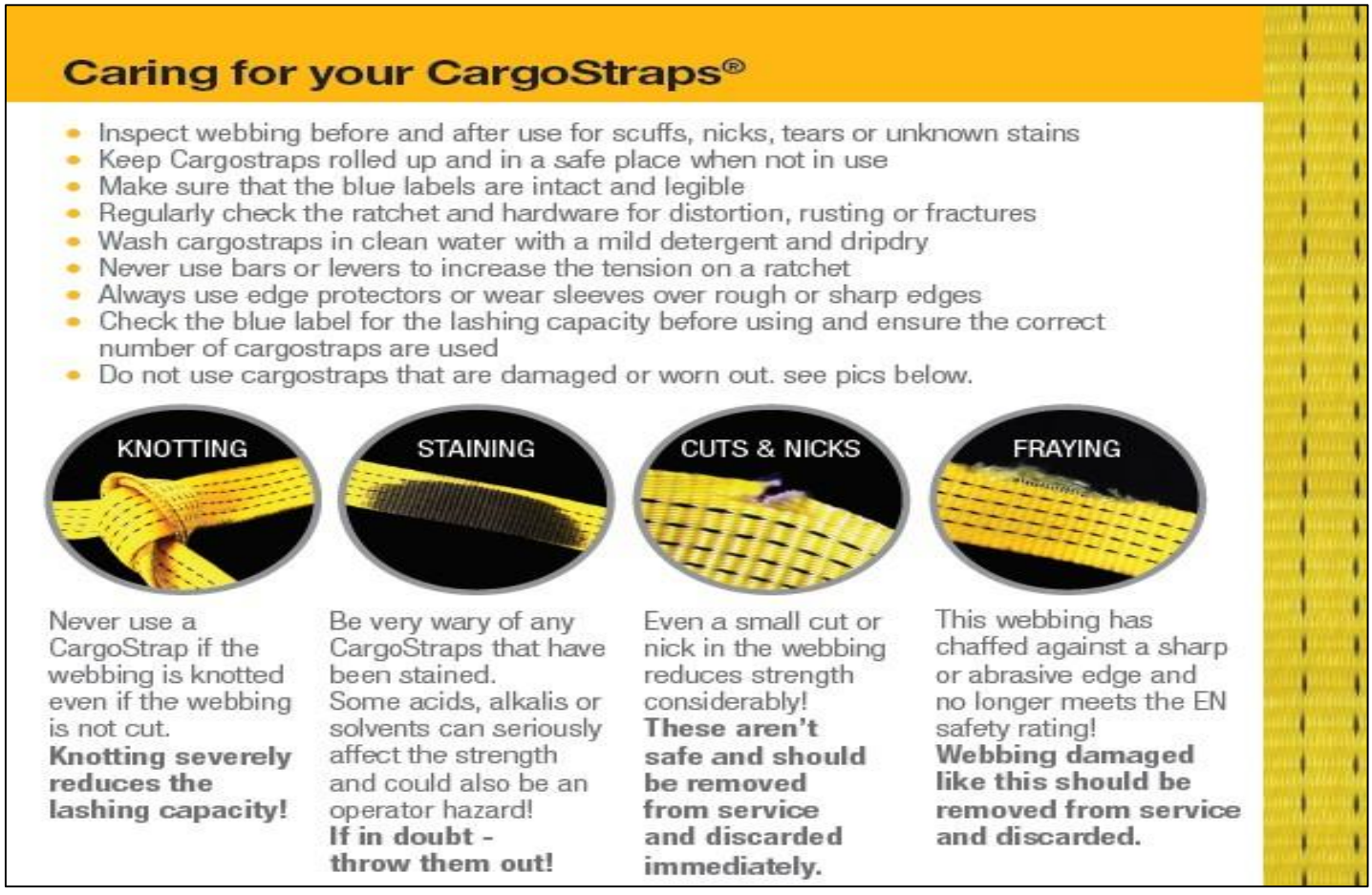
All lashing strap labels have a sewn-in section inside the seam.

This secures all the critical identification in case of an incident.

DO NOT use lashing straps that do not have the blue label that clearly identifies the ratings.

Typical information detailed on the blue label will be:

LC 2000daN. The Lashing Capacity when used for Direct Lashing
BF 4000daN. The Breaking Force when used for Direct Lashing
STF. Important! Standard Tension Force is crucial for Frictional Lashing
ELONGATION. The maximum webbing stretch factor as required by EN12195-2:2001
LENGTH. This relates to the fixed or adjustable end
BS EN12195-2:2001 The European Standard to which our straps fully conform
BATCH NO. This ensures traceability as required by EN12195-2:2001
DATE. Date of manufacture
100% POLYESTER. As required by EN12195-2:2001
NOT FOR LIFTING. As required by EN12195-2:2001


Caring for your CargoStraps®
Inspect webbing before and after use for scuffs, nicks, tears or unknown stains
Keep Cargostraps rolled up and in a safe place when not in use
Make sure that the blue labels are intact and legible
Regularly check the ratchet and hardware for distortion, rusting or fractures
Wash cargostraps in clean water with a mild detergent and dripdry
Never use bars or levers to increase the tension on a ratchet
Always use edge protectors or wear sleeves over rough or sharp edges
Check the blue label for the lashing capacity before using and ensure the correct number of cargostraps are used
Do not use cargostraps that are damaged or worn out. see pics below.
KNOTTING
STAINING
CUTS & NICKS
FRAYING
Never use a CargoStrap if the webbing is knotted even if the webbing is not cut.
Knotting severely reduces the lashing capacity!
Be very wary of any CargoStraps that have been stained.
Some acids, alkalis or solvents can seriously affect the strength and could also be an operator hazard!
If in doubt - throw them out!
Even a small cut or nick in the webbing reduces strength considerably!
These aren't safe and should be removed from service and discarded immediately.
This webbing has chaffed against a sharp or abrasive edge and no longer meets the EN safety rating!
Webbing damaged like this should be removed from service and discarded.

Supermarket Cage Straps

The straps used to secure Supermarket cages are hooked onto a roof rail that is on the nearside of the trailer.

The strap divides into two lengths each having a claw hook at the end.

These are stowed in a ring on the upper part of the strap when not in use. For more details see Loose Equipment in this doc.

Fuel Efficient Driving

A recent survey suggests that over 90% of LGV drivers take various measures to keep their stress levels down whilst driving and save fuel.

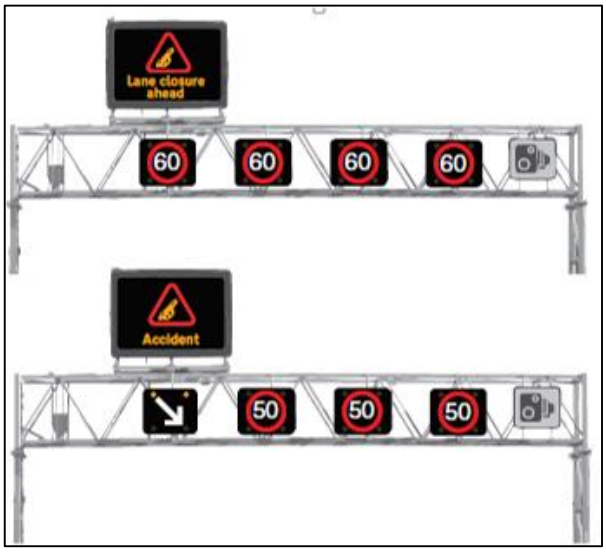
Measures include:

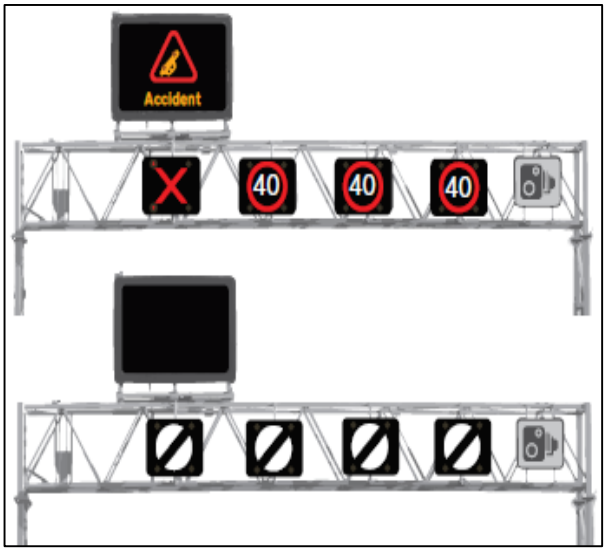
- Setting the vehicle up properly: cab gap, cab deflector and axle / trailer alignment / correct tyre pressures
- Adjusting the seat and steering wheel to obtain optimum comfort - Avoiding harsh acceleration and harsh braking
- Changing gear smoothly at low revs getting into top gear as soon as you can
- Planning ahead, blend in with traffic and try not to come to a complete stop
- Using Cruise Control where possible
- Avoiding idling

Speed Limits

Ensure you adhere to the speed limit at all times and remain vigilant to real-time speed adjustments on the motorway which are on the increase.

Example of Smart Motorway matrix signs:





Vulnerable Road Users

A vulnerable road user is anyone using a road without a vehicle around them which can offer protection such as pedestrians, children, cyclists, motorcyclists, horse or pony riders and animals.

Be aware that the LGV vehicle you are driving could kill or seriously injure a vulnerable road user because they are unprotected.

A vulnerable road user hit at 40mph has an 85% chance of dying.
A vulnerable road user hit at 30mph has a 20% chance of dying.
A vulnerable road user hit at 20mph has a 5% chance of dying.

LGV vehicles account for 5% of the traffic within the UK but are involved in 25% of deaths.

Be patient, be alert and slow down – you are less likely to be taken by surprise by the actions of vulnerable road users giving them the time and space they need.

Be aware that when travelling in urban areas where there are generally more vulnerable road users and drive in accordance with this SSW.

Motorcyclists and Cyclists

Common collision causes with motorcyclists and cyclists:-

Collisions between heavy goods vehicles and motorcyclists cyclists often occur when

- Drivers, motorcyclists / cyclists are turning left at junctions
- Motorcyclists / cyclists and drivers fail to allow enough space for each other
- Motorcyclists / cyclists and drivers do not look properly and misjudge each other's path or speed
- Drivers overtake too closely

Traffic Jams or Stationary Traffic

Motorcyclists and cyclists tend to filter through stationary or slow moving traffic on the nearside or offside of vehicles.

Sometimes the traffic jam clears whilst they are still performing this manoeuvre and accidents occur when vehicle drivers move off without initially checking their mirrors resulting in impact.

Cyclists and motorcyclists are more difficult to see than larger vehicles and their riders are particularly vulnerable

Filtering **is legal** in the United Kingdom and Rule 160 of the Highway Code clarifies this by stating 'once moving, you should be aware of other road users, especially cycles and motorcycles who may be filtering through the traffic.

Always check your mirrors both nearside and offside before moving off and keep checking for cyclists, motorcyclists (and pedestrians) who may weave through stationary traffic.

Before pulling away from junctions, look over the dashboard (even if you have Class V / VI mirrors fitted) and try to make eye contact with any cyclists or motorcyclists around your vehicle so they know you have seen them.

Do not cross stop lines or encroach on Advanced Stop Lines at traffic lights.

Turning left or right

When turning left or right, ensure you indicate and check your mirrors for motorcyclists and cyclists filtering or overtaking the nearside or offside of your vehicle.

When turning left, check your nearside blind spot every time.

Do not turn directly in front of motorcyclists and cyclists coming towards you – be patient and wait for them to pass.

Check your mirrors before indicating, varying your speed or changing direction. Use your indicators every time even if you don't think anyone is near you.

Roundabouts

Drivers can 'look beyond' a cyclist or motorcyclist when approaching or leaving a roundabout and fail to see them resulting in a collision.

On roundabouts ensure you look for cycles and motorcycles.

Overtaking

Motorcyclists and cyclists may suddenly need to avoid uneven road surfaces and obstacles such as drain covers or oily, wet or icy patches on the road.

Give them plenty of room (at least as much space as the width of a car) when overtaking and pay particular attention to any sudden change of direction they may have to make.

If they look over their shoulder it could mean that they intend to pull out, turn right or change direction. Give them plenty of time and space to do so.

Pulling out of Junctions

When pulling out of a junction, look twice for bikes.

Cyclists and motorcyclists can be difficult to see, their speed can be faster than you think.

They can be hidden within the blind spots of your vehicle.

Horse riders and horse-drawn vehicles

Be particularly careful of horse riders and horse-drawn vehicles especially when overtaking.

Be patient, and always pass wide and slowly and keep your revs low in order that the noise of the engine does not startle the horse.

Horse riders are often children, so take extra care and remember riders may ride in double file when escorting a young or inexperienced horse or rider.

Look out for horse riders' and horse drivers' signals and heed a request to slow down or stop. Take great care and treat all horses as a potential hazard; they can be unpredictable, despite the efforts of their rider/driver.

Pedestrians

Slow down and be patient when driving past crowded shopping streets country lanes, residential areas, bus and tram stops, passing parked vehicles, especially ice cream vans; children are more interested in ice cream than traffic and may run into the road unexpectedly.

Pedestrians may need to cross a pavement or cycle track; for example, to reach or leave a driveway. Give way to pedestrians and cyclists on the pavement.

If reversing into a side road; look all around the vehicle and give way to any pedestrians who may be crossing the road.

When pulling away from being stationary in villages, towns and cities, check that a pedestrian is not directly in front of your vehicle especially at road junctions, pedestrian crossings and traffic lights. When turning at road junctions; give way to pedestrians who are already crossing the road into which you are turning.

Sometimes the pavement is closed due to street repairs and pedestrians are directed to use the road.

When approaching pedestrians on narrow rural roads without a footway or footpath. Always slow down and be prepared to stop if necessary, giving them plenty of room as you drive past.

Children and older pedestrians may not be able to judge your speed and could step into the road in front of you. Older pedestrians may need more time to cross the road.

Drive carefully and slowly when passing a stationary bus because the passengers may step out in front of you. People with disabilities or hearing impairments may not be aware of your vehicle approaching. Those with walking difficulties require more time.

Blind or partially sighted people, who may be carrying a white cane using a guide dog may not be able to see you approaching.

Driving near schools

Drive slowly and be particularly aware of young cyclists and pedestrians.

In some places, there may be a flashing amber signal below the 'School' warning sign which tells you that there may be children crossing the road ahead.

Drive very slowly until you are clear of the area.

Animals

Look out for animals being led, driven or ridden on the road and take extra care. Keep your speed down at bends and on narrow country roads.

Give animals plenty of room and be ready to stop.

Do not scare animals by sounding your horn, revving your engine or accelerating rapidly once you have passed them.

If a road is blocked by a herd of animals, stop and switch off your engine until they have left the road. Watch out for animals on unfenced roads.

Learners, inexperienced and older drivers

You should also be considerate to learners, inexperienced and older drivers.

They may not be so skilful at anticipating and responding to events.

Be particularly patient with drivers who have recently passed their test and may display a 'new driver' plate or sticker.

Confirmation of Receipt of SSW

By signing below you are confirming that you have received and fully understand the content of the Agency Drivers Safe System of Work (AG001) which may consolidate information or training you have received elsewhere.

You understand that you are required to comply with this instruction, guidance and information that has been provided to you. If you are unsure or have any problems you will seek further guidance from a manager or supervisor immediately.

You understand that failure to comply with Agency Drivers Safe System of Work (AG001) may result in you being liable to be removed from our preferred agency worker list where you will be excluded from all Eddie Stobart Logistics plc sites on a permanent basis.

Name (Print)	
Signature	
Date	

Confirmation of Providing SSW

I confirm that the person whose name and signature appears above has been provided with a copy of this Safe System of Work (SSW). I have made them aware of the content and the requirement to follow the SSW provided and that they must seek guidance from a manager or supervisor immediately if they are unsure.

They understand that failure to comply with Agency Safe System of Work (AG001) may result in them being liable to be removed from our preferred agency worker list where they will be excluded from all Eddie Stobart Logistics plc sites on a permanent basis.

Name (Print)	
Signature	
Date	

DO NOT IMPROVISE – IF IN DOUBT, ALWAYS ASK A SUPERVISOR